



Siebel System Administration Guide

Version 7.7, Rev. A
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1

What's New in This Release

What's New in Siebel System Administration Guide, Version 7.7, Rev. A

Table 1 lists changes described in this version of the documentation to support release 7.7 of the software.

Table 1. What's New in Siebel System Administration Guide, Version 7.7, Rev. A

| Topic | Description |
|--|--|
| "About Enabled and Disabled Component Groups" on page 72 | Revised and enhanced conceptual information on enabled and disabled component groups. |
| "Configuring Server Components to use System Alerts" on page 78 | Added information on parameter Notification Action on Task Exit (alias NotifyOnTaskExit) required for system alerts. |
| "Checking Your Enterprise and Siebel Server Configurations" on page 85 | New topic on checking your Enterprise and Siebel Server configurations to make sure server components can run tasks. |
| "Reconfiguring Siebel Server Component Definitions" on page 91 | Revised and enhanced background information and reconfiguration procedure. |
| "Reconfiguring Component Definition Commands" on page 128 | New topic on using Server Manager command-line interface program to run component definition reconfiguration. |

What's New in Siebel System Administration Guide, Version 7.7

Table 2 lists changes described in this version of the documentation to support release 7.7 of the software.

Siebel System Administration Guide is a new title on the *Siebel Bookshelf* and is part of the new *Siebel Deployment Documentation Suite*. This book contains previously released information from across the *Siebel Bookshelf*.

Table 2. What's New in Siebel System Administration Guide, Version 7.7

| Topic | Description |
|--|--|
| "Predeploying ActiveX Controls for Secure Environments" on page 35 | A file is now available, <code>predeploy.htm</code> , which can help you predeploy ActiveX controls. |
| "ActiveX Controls Distributed for High Interactivity" on page 37 | Several new or updated versions of ActiveX controls are provided to support different features in the high interactivity client. |
| "High-Interactivity Deployment—Java Requirements" on page 39 | Siebel high interactivity applications support Sun JRE only. Microsoft JVM is no longer supported. |

Table 2. What's New in Siebel System Administration Guide, Version 7.7

| Topic | Description |
|--|---|
| "Using the Browser Health Check" on page 43 | A configurable browser health check mechanism is provided that can help you manage the browser environment for your Siebel clients. |
| Chapter 6, "Configuring Siebel Servers," and Chapter 7, "Administering Siebel Server Run-Time Operations." | The Server Manager GUI screens and views were reorganized based on configuration and administration tasks. |
| "About the Enterprise Explorer View" on page 64 | An explorer view of the Siebel Enterprise added to the Server Manager GUI. |
| "About Parameter Availability Status" on page 66 | A parameter availability view added to the Server Manager GUI to provide information on required Siebel Server operations, if necessary, to make the parameter effective. |
| "About System Alert Notification" on page 77 | A new feature that allows server components to alert administrators if problems arise during operation. |
| "Backing Up a Siebel Enterprise Server" on page 81 | This functionality added to the Server Manager GUI. |
| "About Siebel Connection Broker (SCBroker)" on page 139 | A new server component added to the System Management component group that brokers inbound component requests and load balances session requests. |
| "Siebel Server Components" on page 162 | A new server component added to the System Management component group that facilitates the alert notification feature. |

2

Siebel Enterprise Server Architecture

This chapter provides an overview of the Siebel Enterprise Server architecture including introductory information on the Siebel Gateway Name Server, Siebel Enterprise Server, Siebel Servers, Siebel Server components, and the Siebel File System and File System Manager.

This chapter includes the following topics:

- "The Siebel Environment" on page 11
- "Siebel Gateway Name Server" on page 12
- "About Siebel Enterprise Server" on page 13
- "About Siebel Server" on page 14
- "About Siebel Server Components" on page 16
- "About Siebel File System and File System Manager" on page 20

The Siebel Environment

The Siebel eBusiness Applications environment consists of the following entities, listed in [Table 3](#).

Table 3. Siebel Application Entities

| Entity | Comments |
|----------------------------|--|
| Siebel Clients | Includes Siebel Web client, Dedicated Web Client, Wireless Client, Mobile Web Client, handheld client, and Siebel Tools Client. For descriptions of client types, see Chapter 4, "Configuring the Browser for Siebel Web Clients." |
| Siebel Enterprise Server | Includes the logical grouping of Siebel Servers for a multiple server deployment (for a single Siebel Server and single Web server deployment, the Siebel Enterprise Server contains a single Siebel Server and the Siebel Gateway Name Server). The Siebel Enterprise Server, collectively with the Siebel Gateway Name Server, provides both batch mode and interactive services to and on behalf of Siebel clients. |
| Siebel Gateway Name Server | Includes the connection broker and name server for a single server deployment. (The name server is a separate entity for multiple server deployments.) |

Table 3. Siebel Application Entities

| Entity | Comments |
|------------------------|---|
| Siebel Database Server | Includes the RDBMS client software and Siebel tables, indexes, and seed data. |
| Siebel File System | Stores the data and physical files used by Siebel clients and Siebel Enterprise Server. |

The Siebel Enterprise Server environment represents the middle tier within the three-tiered Siebel eBusiness Applications environment.

Siebel Gateway Name Server

The Siebel Gateway Name Server is a *logical entity, not a physical server* consisting of a Name Server.

The name server is the primary service of the Siebel Gateway Name Server, which coordinates the Siebel Enterprise Server and Siebel Servers. A single Siebel Gateway Name Server can now support multiple Siebel Enterprise Servers.

About Name Server

The Name Server provides the persistent backing of Siebel Enterprise Server configuration information, including:

- Definitions and assignments of component groups and components
- Operational parameters
- Connectivity information

As this information changes—such as during the installation or configuration of a Siebel Server—it is written to the `siebns.dat` file on the Name Server. At startup, the Siebel Server obtains its configuration information from the Name Server's `siebns.dat` file. For further information on this file, see [“Backing Up the Siebel Gateway Name Server Data” on page 24](#).

The Name Server also serves as the dynamic registry for Siebel Server and component availability information. At startup, a Siebel Server within the Siebel Enterprise Server notifies the Name Server of its availability and stores its connectivity information—such as network addresses—in the Name Server's nonpersistent (volatile) store. Periodically, the Name Server also flushes its current state to the `siebns.dat` file.

Enterprise components (including the Server Manager) query the Name Server for Siebel Server availability and connectivity information. When a Siebel Server shuts down, this information is cleared from the Name Server.

In a Windows environment, the Name Server runs as a Windows service. In a UNIX environment, the Name Server runs as a daemon process. The system process associated with the Siebel Gateway Name Server is `siebsvc.exe`. Each running Siebel Server has a corresponding Siebel Gateway Name Server system process.

A single Name Server can potentially serve several databases in an environment (such as multiple development and test environments). For purposes of mitigating dependencies and improving recoverability, you should keep the Siebel production environment separate from other Siebel environments (development or test) by using a separate Name Server.

If you decide to maintain multiple development or test environments on one Name Server, make sure that you use a distinct Siebel Enterprise Server for each table owner (or database for SQL server platforms).

NOTE: Do not maintain the development, test, and production environments on the same Name Server.

You can specify and create a new Siebel Enterprise Server when you install the first Siebel Server for a table owner or database.

NOTE: In a Windows environment, there can be only one Name Server installed per machine.

Impact of Failure

When the Name Server goes down, service to active user connections is not immediately interrupted. All Siebel Server components and object managers currently running continue to do so. However, no new Siebel Server components can be started or added. Server administration functions become limited.

High-Availability Solution for Name Server

Siebel eBusiness Applications supports a number of server clustering technologies that are platform-specific to achieve high availability for the Name Server. For information on server clustering, see the *Deployment Planning Guide*.

Resource Requirements for Name Server

The Name Server requires very few system resources. Follow the hardware recommendations listed in *System Requirements and Supported Platforms* on Siebel SupportWeb.

About Siebel Enterprise Server

The Siebel Enterprise Server is a logical grouping of Siebel Servers that supports a group of users accessing a common Siebel Database Server. The Siebel Enterprise Server can be configured, managed, and monitored as a single logical group, allowing the Siebel administrator to start, stop, monitor, or set parameters for Siebel Servers within a Siebel Enterprise Server.

You can set some Siebel Server parameters at the Siebel Enterprise Server level, and these parameters apply to every Siebel Server and component operating within that Siebel Enterprise Server; other parameters can be adjusted at the Siebel Server or component level to support fine-tuning. If a parameter is set at the server level, then the server-specific value overrides the Siebel Enterprise Server setting for the parameter on that server.

Each Siebel Server belonging to a Siebel Enterprise Server should connect to the same schema in the same database server.

The Siebel Enterprise Server itself has no processes and, therefore, cannot have a state.

For information on configuring the Siebel Enterprise Server, see ["Configuring the Siebel Enterprise Server" on page 69](#).

NOTE: Make sure server hardware and software requirements meet minimum standards. For more information, see *System Requirements and Supported Platforms* on Siebel SupportWeb.

About Siebel Server

The Siebel Server is the middle-tier platform that supports both back-end and interactive processes for every Siebel client. These processes are components within the Siebel Server architecture and support functions such as:

- Mobile Web client synchronization
- Operation of business logic for Siebel Web clients, as well as connectivity and access to the Siebel Database Server and Siebel File System
- Integration with legacy or third-party data
- Automatic assignment of new accounts, opportunities, service requests, and other records
- Workflow management

The Siebel Server supports both multiprocess and multithreaded components, and can operate components in background, batch, and interactive modes. See ["About Siebel Server Components" on page 16](#) for details on Siebel Server components. Many of the Siebel Server components can operate on multiple Siebel Servers simultaneously to support an increased number of users or larger batch workloads.

About Siebel Server System Service

The Siebel Server runs as a system service that monitors and controls the state of every Siebel Server component operating on that Siebel Server. Each Siebel Server is an instantiation of the Siebel Server System Service within the current Siebel Enterprise Server. The Siebel Server runs as a Windows service in a Windows environment and a daemon process in a UNIX environment. The system process associated with the Siebel Server is `siebsvc.exe` on Windows and `siebsvc` on UNIX. Each running Siebel Server has a corresponding Siebel Server system process. For information on administering the Siebel Server System Service, see ["Administering the Siebel Server System Service" on page 55](#).

During startup, the Siebel Server System Service performs the following sequential steps:

- Retrieves configuration information from the Siebel Gateway Name Server. For information on the Siebel Gateway Name Server, see ["Siebel Gateway Name Server" on page 12](#).

- Creates a shared memory file located in the Administration subdirectory of the Siebel Server root directory on Windows and the Sys subdirectory on UNIX. By default, this file has the name *Enterprise_Server_Name.Siebel_Server_Name.shm*.

The total shared memory consists of a fixed amount for the Siebel Server itself, a block for each server component running on the server, and a block for each task.

Prior to creating the .shm file, the shared memory for the Siebel application executables is built up in the RAM of the machine using the information retrieved from the Siebel Gateway Name Server; this process can use significant amounts of memory. After the creation of the .shm file, the Siebel Server System Service releases this memory.

The Siebel Server System Service deletes this file when it shuts down.

NOTE: If the Siebel Server System Service is improperly shut down, the .shm file may not be deleted by the Siebel Server System Service. In this case, delete (or rename) this file before restarting the Siebel Server System Service. (If this file is not visible, it may be a hidden file.)

- Siebel Connection Broker (alias SCBroker) server component opens a TCP port to accept inbound application object manager (AOM) requests. If there are multiple instances of SCBroker on this Siebel Server, all instances listen on the same port.
- Opens TCP ports dynamically for non-AOM components as necessary, such as Workflow Process Manager.
- Forks single-threaded and multithreaded processes for background mode components enabled on the Siebel Server. The previously created ports are inherited to these processes. See ["About Server Component Processes \(Shells\)" on page 18](#) for details on these processes.
- As server component processes start, each process updates the shared memory table with component availability and status information. SCBroker and SRBroker use this information for load balancing and routing purposes.
- Archives log files by moving the current log folder to the log archive folder.

NOTE: If the log folder or archive folder is locked or inaccessible, a log archive is not created.

About Siebel Server Manager

The Siebel Server Manager is the native management and administration interface for the Siebel Server and Siebel Enterprise Server.

The Siebel Server Manager allows you to configure the parameters governing the operation of each component, and determine which Siebel Servers a given component can operate. Use the Siebel Server Manager to:

- Start, stop, pause, and resume Siebel Servers, components, and tasks
- Monitor the status and collect statistics across the Siebel Enterprise Server, Siebel Servers, components, and tasks
- Manage the configuration of the Siebel Enterprise Server, Siebel Servers, components, and tasks

You can operate the Server Manager using one of two interfaces:

- Graphical user interface, or GUI, by using the Server Administration views in the Siebel application client.

Use the Server Manager GUI for most administrative duties because it includes greater user interface functionality (including the ability to search for and sort various fields within views) and a more intuitive view into the operation of Siebel Servers than does the command-line interface.

- Command-line interface, or the `svrmgr` program.

Use the command-line interface for batch-mode processing, because it can run from batch scripts by invoking script files with administration commands that need to run on a regular basis.

The Server Manager (both the GUI and the command-line interface) connects to the Siebel Gateway Name Server, which contains availability and connectivity information for the Siebel Servers within the Siebel Enterprise Server. The Server Manager then connects with each of the Siebel Servers and starts a Server Manager component task. If you access the GUI, Server Manager creates a task on every running Siebel Server; if you access the command-line interface without specifying a specific Siebel Server, Server Manager creates a task on every running Siebel Server; and if you start the command-line interface while specifying a specific Siebel Server (using the `/s` flag), Server Manager creates a task on that specific Siebel Server alone, and all commands are targeted to that Siebel Server at the server level.

The Server Manager task on each Siebel Server:

- Handles administration commands from the Server Manager
- Executes requested functions
- Returns each operation's results to the Server Manager

NOTE: Each session of Server Manager creates a separate Server Manager task. Therefore, you create a new Server Manager task each time you access the Server Administration screens.

About Siebel Server Components

The various programs that operate on the Siebel Server are implemented as *components*. A component represents only a specific type of program; a component is executed or operated as a *task*, or instantiation of a component, on a specific Siebel Server. See the following sections for details on server components.

- ["About Server Component Modes" on page 17](#)
- ["About Server Component Types" on page 17](#)
- ["About Server Component Groups" on page 18](#)
- ["About Server Component Processes \(Shells\)" on page 18](#)

About Server Component Modes

Components can execute tasks in one of three run modes—background, batch, or interactive.

- **Background mode components.** Background mode components execute tasks to perform background operations for the Siebel Server. After a background mode component task starts, it runs until you explicitly stop the task, or until the Siebel Server itself is shut down.

You can manually start a background mode component by using the Siebel Server Manager. Components with a Default Tasks parameter set to a value greater than zero may start automatically when the Siebel Server is started. Examples of background mode components include Transaction Router, Replication Agent, and Workflow Monitor Agent.

- **Batch mode components.** You must manually start these components by using the component job process in the Server Manager GUI or by the Server Manager command-line interface. Batch mode components end after the task has been performed. Examples of batch mode components include Database Extract and Enterprise Integration Manager.

- **Interactive mode components.** Interactive mode components start tasks automatically in response to client requests. Interactive mode component tasks execute for as long as the client maintains the session, and end when the client disconnects. Examples of interactive mode components include Synchronization Manager and Application Object Managers.

For a list of Siebel Server components and their associated run modes, see [“Siebel Server Components” on page 162](#).

About Server Component Types

Siebel Server supports multiple component types; each type performs a specific function or job. A component type is configured with a set of parameters that determine its behavior to create an entity called a *defined component* (or simply *component*). Components are defined at the Siebel Enterprise Server level in *component groups*. Component groups are then assigned to one or more Siebel Servers within the Siebel Enterprise Server on which they can execute tasks.

When the Siebel Enterprise Server is installed, predefined components are automatically configured for each component type. These predefined components are then automatically assigned to each Siebel Server within the Siebel Enterprise Server. You can run your entire Siebel applications deployment using these predefined components, or you can modify their definitions and create new defined components to fine-tune your Siebel configuration. For a list of predefined Siebel Server components, see [“Siebel Server Components” on page 162](#).

The defined components feature allows you to create multiple defined components for a given component type, simplifying the process of starting various types of tasks using different parameters, and managing components across multiple Siebel Servers. For example, you may create one defined component for an Object Manager running in the Siebel Sales Enterprise application in English, and another for an Object Manager running the Siebel Service Enterprise application in French. Although these defined components use the same component type, they service distinct sets of users with different functionality requirements, and are distinct entities that can be individually managed, configured, and administered. Defined components are configured in the Enterprise Component Definitions view of the Server Manager GUI.

NOTE: For the remainder of this guide, the term *component* refers to both predefined components and defined components that you may create or modify.

About Server Component Groups

Component groups are functional areas that involve logical groupings of Siebel Server components and multiple operating system processes. A component group consists of one or more components, which may be running in one or more operating system processes. Component groups act as:

- The unit of deployment on, or assignment to, a Siebel Server. In general, you include in a Siebel Server the group of components that are deployed on one or more servers.
- A unit for monitoring functionality of the interrelated components within the group (you can get a summary of the operational status at the component group status, which is determined by the individual states of the constituent components).
- A unit of control, whereby you can make available or unavailable the interrelated components in a single step, such as Siebel Remote or Workflow Management.

Siebel eBusiness Applications provide a number of predefined component groups. For a list of predefined component groups, see [Table 22 on page 155](#)

You can also create your own component groups. For more information on this task, see ["Creating a Custom Siebel Server Component Group" on page 87](#). For a list of components contained within each component group, see ["Siebel Server Component Groups" on page 155](#).

About Server Component Processes (Shells)

The Siebel Server runs each component in its own separate process (or shell). These shells provide the interface for a component to communicate with shared memory, and use infrastructure facilities for logging, events, networking, and so on. A shell performs the following actions when it is forked off:

- Initializes the logging/networking facility.
- Determines which component to run. The component is specified as a DLL (personality DLL), which is run by the Siebel Server either as part of the input parameters or as part of a network message.
- Attaches to shared memory.

The Siebel Server forks an appropriate shell based on the component mode (interactive, batch, or background) and whether the component is object manager-based, multithreaded, or both. [Table 4](#), [Table 5](#), and [Table 6](#) define the shell types created in various scenarios.

NOTE: To conserve system resources and minimize the number of processes started on the Siebel Server, disable components and component groups that you do not plan to run. For information on disabling components and component groups, see [“About Enabled and Disabled Component Groups”](#) on page 72 and [“About Enabling and Disabling Siebel Server Components”](#) on page 83.

Table 4. Interactive Mode Components

| Multithreaded | Object Manager Based | Shell |
|---------------|----------------------|------------|
| False | False | siebsess |
| True | False | siebmtsh |
| True | True | siebmtshmw |

Table 5. Batch Mode Components

| Multithreaded | Object Manager Based | Shell (Created at Bootstrap) | Shell (Created at Runtime) |
|---------------|----------------------|------------------------------|----------------------------|
| False | False | siebproc | siebsh |
| False | True | siebprocmw | siebshmw |
| True | False | siebmtsh | siebmtsh |
| True | True | siebmtshmw | siebmtshmw |

Table 6. Background Mode Components

| Object Manager Based | Shell (Created at Bootstrap) | Shell (Created at Runtime) |
|----------------------|------------------------------|----------------------------|
| False | siebproc | siebsh |
| True | siebprocmw | siebshmw |

Examples of Siebel Server shells:

- A background component that is not object manager-based is brought up in a siebproc shell. For example, Transaction Processor (alias TxnProc).
- An interactive component that is multithreaded and not object manager-based is brought up in a siebmtsh shell. For example, Server Request Broker (alias SRBroker).
- A multithreaded, object manager-based component is brought up in a siebmtshmw shell. For example, Call Center Object Manager (alias SCCObjMgr).

Parameters Controlling Number of Shells

The following parameters configure shell (process) startup for interactive, batch, and background mode components:

- Maximum MT Servers (alias MaxMTServers)
- Minimum MT Servers (alias MinMTServers)
- Maximum Tasks (alias MaxTasks)
- Default Tasks (alias DfltTasks)

See ["Parameters" on page 175](#) and ["About AOM Parameters in Server Manager" on page 150](#) for further information and details on configuring these parameters.

To review information on the shells forked by the Siebel Server, access the Siebel Server log file. See *System Monitoring and Diagnostics Guide for Siebel eBusiness Applications* for details on viewing Siebel Server log files.

About Siebel File System and File System Manager

The Siebel File System consists of a shared directory that is accessible to all Siebel Servers in the Siebel Enterprise. It contains the physical files used by the Siebel clients and Siebel Servers. To gain access to files, Web clients connect to the appropriate Siebel Server to request file uploads or downloads. The Siebel Server then accesses the Siebel File System using the File System Manager (alias FSMSrvr) component. File System Manager processes these requests through interaction with the Siebel File System directory.

For information on administering the Siebel File System, see ["Administering the Siebel File System" on page 139](#).

When using Siebel Mobile Web Client in connected mode (also known as the Dedicated Web Client), you may want to connect directly to the Siebel File System without going through the File System Manager. For examples of these cases, their potential ramifications, and for client setup instructions in each case, see [Chapter 4, "Configuring the Browser for Siebel Web Clients."](#)

3

Configuring the System Architecture

This chapter provides an overview on configuring the Siebel Server and its components, modifying Siebel Server parameters, and reinstalling the Siebel Gateway Name Server and Siebel Servers if necessary.

This chapter includes the following topics:

- [“Configuring the Siebel Server and Its Components” on page 21](#)
- [“Configuring System Environment Variables” on page 22](#)
- [“Backing Up the Siebel Gateway Name Server Data” on page 24](#)
- [“Restoring a Previous Enterprise Server Configuration” on page 24](#)
- [“Configuring Session Manager” on page 25](#)
- [“Reinstalling the Siebel Gateway Name Server and Siebel Server” on page 26](#)
- [“Resetting Siebel Server and AOM Configurations” on page 26](#)

Configuring the Siebel Server and Its Components

Before starting the Siebel Server, you may want to modify Siebel Server configuration. You may need to enable component groups on the Siebel Server. In some cases, you may need to reinstall the Siebel Server. This chapter describes some configurations that you may need to perform after completing the Siebel installation.

For details on configuring Siebel Servers and server components using the Server Manager GUI, see [Chapter 6, “Configuring Siebel Servers”](#).

NOTE: The instructions in this chapter assume that you have successfully installed and configured your Siebel Gateway Name Server, Siebel Enterprise Server, and other Siebel Servers. For more information, see the *Siebel Installation Guide* for the operating system you are using.

Before starting the Siebel Server, you may want to add site-specific parameter values or overrides of existing values using the Server Manager GUI.

You can configure a Siebel Server by modifying the parameters at the Siebel Server, component, or task level for the given Siebel Server. Changes to parameters at the Siebel Server level are inherited at the component and task levels. Changes to parameters at the component level are inherited at the task level. For more information, see [“About Siebel System Parameters” on page 64](#).

Configuring System Environment Variables

This topic describes the task of configuring system environment variables on Windows and on UNIX. For background information on Siebel-specific environment variables, see ["About System Environment Variables" on page 23](#).

To configure an environment variable on Windows

- 1 Choose Start > Settings > Control Panel > System.
- 2 Click the Advanced tab, then click Environment Variables.
- 3 In the System variables section, click New to create a new environment variable.
For a selection of Siebel environment variables, see [Table 7 on page 23](#).
- 4 Set the Variable name field to the name of a Siebel environment variable.
- 5 Set the Variable value field to the value for the Siebel environment variable.
- 6 Restart the machine for the environment variables to take effect.

To configure an environment variable on UNIX

- 1 Log in as the Siebel Service owner user.
- 2 Run the `siebenv.sh` or `siebenv.csh` script to set Siebel environment variables. For more information on these scripts, refer to the *Siebel Installation Guide* for the operating system you are using.
- 3 Enter the following command to set the environment variable:

```
setenv Siebel_Environment_Variable variable_value
```

where:

Siebel_Environment_Variable = A Siebel-specific environment variable. For a selection of Siebel environment variables, see [Table 7 on page 23](#).

variable_value = The setting for the environment variable.

For example:

```
setenv SIEBEL_SARMEabled true
```

- 4 Restart the machine for the environment variables to take effect.

About System Environment Variables

Environment variables are variables configured for a particular machine hosting an aspect of a Siebel deployment. These Siebel-specific environment variables configure interactions with the machine’s operating system and various functions of Siebel applications. Configure environment variables through the operating system of the individual machine. See “[Configuring System Environment Variables](#)” on page 22 for details on configuring these variables.

Environment variables configure a wide-range of functionality and are covered in context-specific areas of the *Siebel Bookshelf*. See [Table 7](#) for a partial listing of Siebel environment variables and where the variable is documented. This list is not comprehensive.

Table 7. Listing of Siebel Environment Variables

| Environment Variable | Where Documented |
|-----------------------|--|
| SIEBEL_SARMLevel1 | <i>Performance Tuning Guide</i> |
| SIEBEL_SARMBufferSize | <i>Performance Tuning Guide</i> |
| SIEBEL_SARMPeriod | <i>Performance Tuning Guide</i> |
| SIEBEL_SARMMaxFiles | <i>Performance Tuning Guide</i> |
| SIEBEL_SARMFileSize | <i>Performance Tuning Guide</i> |
| SIEBEL_LOG_EVENTS | <i>System Monitoring and Diagnostics Guide for Siebel eBusiness Applications</i> |
| SIEBEL_LOG_ARCHIVES | <i>System Monitoring and Diagnostics Guide for Siebel eBusiness Applications</i> |
| SIEBEL_LOG_DIR | <i>System Monitoring and Diagnostics Guide for Siebel eBusiness Applications</i> |
| SIEBEL_CRASH_HANDLER | <i>System Monitoring and Diagnostics Guide for Siebel eBusiness Applications</i> |
| SIEBEL_OSD_LATCH | <i>Performance Tuning Guide</i> |
| SIEBEL_OSD_NLATCH | <i>Performance Tuning Guide</i> |
| TEMP | <i>Siebel Installation Guide</i> for the operating system you are using |
| TMP | <i>Siebel Installation Guide</i> for the operating system you are using. |
| SIEBEL_SESSMGR_TRACE | <i>System Monitoring and Diagnostics Guide for Siebel eBusiness Applications</i> |
| SIEBEL_SISNAPI_TRACE | <i>System Monitoring and Diagnostics Guide for Siebel eBusiness Applications</i> |

Table 7. Listing of Siebel Environment Variables

| Environment Variable | Where Documented |
|----------------------|--|
| SIEBEL_STDERRROUT | <i>System Monitoring and Diagnostics Guide for Siebel eBusiness Applications</i> |
| SIEBEL_ASSERT_MODE | <i>System Monitoring and Diagnostics Guide for Siebel eBusiness Applications</i> |

Backing Up the Siebel Gateway Name Server Data

It is recommended that you make a backup of the Siebel Gateway Name Server data—which contains configuration information from the Enterprise and Siebel Servers—prior to and after making any configuration changes, especially creating new component definitions and adding or deleting Siebel Servers. The Siebel Gateway Name Server information is stored in the `siebns.dat` file located in the Administration folder of the Siebel Gateway Name Server root directory. The backup procedure flushes out the latest changes from memory into the `siebns.dat` file and makes a backup copy. See [“Backing Up a Siebel Enterprise Server” on page 81](#) for information on making a backup of the `siebns.dat` file using the Server Manager GUI. See [“To back up Siebel Gateway Name Server information” on page 124](#) for information on making a backup of the `siebns.dat` file using the Server Manager command-line interface.

If the Siebel Server does not start up due to recent configurations or a corruption of the current `siebns.dat` file, use the following procedure with a working backup `siebns.dat` file. (The `siebns.dat` file can become corrupt for many reasons, such as inconsistent data or write errors.)

Restoring a Previous Enterprise Server Configuration

This topic describes the tasks to restore a previous enterprise server configuration by replacing the `siebns.dat` file. For information on the Name Server and `siebns.dat` file, see [“About Name Server” on page 12](#). See also [“Backing Up the Siebel Gateway Name Server Data” on page 24](#).

To restore a previous Siebel Enterprise Server configuration

- 1 Follow the shutdown procedures for the Siebel deployment. (Shutting down the Siebel Database Server is not necessary.) See [“Starting and Shutting Down a Siebel Deployment” on page 51](#) for further information.
- 2 Replace the existing `siebns.dat` file with a working backup file.
- 3 Follow the startup procedures for the Siebel deployment. See [“Starting and Shutting Down a Siebel Deployment” on page 51](#) for further information.

Configuring Session Manager

Session Manager is a layer within the Siebel Web Server Extension (SWSE) and Application Object Manager (AOM) that manages TCP/IP (SISNAPI) connections between clients to AOMs. Session Manager primarily manages Web server to Siebel Server communications. It is not a stand-alone component, and is embedded in SWSE and any other direct AOM.

NOTE: SISNAPI is a Siebel-proprietary messaging format used for communication into Siebel Servers, and between multiple Siebel Servers; the acronym stands for Siebel Internet Session API (Application Program Interface).

Session Manager is primarily responsible for establishing and managing SISNAPI connections from the client to the AOM. A connection is established for each new session request, and is kept open or terminated based on SISNAPI connection multiplexing settings. Session Manager allows multiple client sessions to share the same pool of SISNAPI connections, thereby minimizing resource usage and maximizing overall performance.

When a client requests a new session, the SWSE receives the HTTP request from the Web server, translates the request into SISNAPI messaging format, and invokes Session Manager embedded in the SWSE to obtain a physical connection to the Siebel Server. Session Manager creates a new, temporary SISNAPI connection, which is load-balanced to an available Siebel Server. After this temporary connection is made to a Siebel Server, Session Manager checks to see if there are enough SISNAPI connections to the target process. If there are enough TCP connections, then the temporary connection is dropped and the existing connection is used for this new user session. If a connection is not available, then the temporary connection is retained. For further details on this process, see *Performance Tuning Guide*, which describes the use of the parameter Number of Sessions per SISNAPI Connection (alias SessPerSisnConn).

After Session Manager opens a connection to the Siebel Server, it closes connections based on the time the connection remains idle. The parameter SISNAPI Connection Maximum Idle Time (alias ConnIdleTime) controls this feature. After reaching the configured idle period, the connection is disconnected by the AOM process. This setting should be used when a third-party load balancer is in use for Siebel Servers configured to time out SISNAPI connections. By default, most load balancers have an idle connection timeout feature. The parameter ConnIdleTime must be set to a value slightly less than the load balancer timeout.

An additional benefit of the ConnIdleTime parameter is to manage connections that pass through a firewall placed between the Web server and the Siebel Server. As firewalls block idle connections, the ConnIdleTime parameter can be configured to disconnect idle connections before they are blocked by the firewall. This setting avoids future connection problems between the Web server and the Siebel Server.

NOTE: Only enable the parameter SISNAPI Connection Maximum Idle Time at the component level, specifically, for Application Object Manager components.

For further details on communication between the client and the Siebel application, see *Performance Tuning Guide*.

Parameters that modify Session Manager and SISNAPI connections are available for each component at the component level. For details on these and other parameters, see ["Parameters" on page 175](#).

Reinstalling the Siebel Gateway Name Server and Siebel Server

In some cases, you may need to reinstall the Siebel Gateway Name Server and Siebel Servers. These cases include scenarios when you want to:

- Rename the machine on which the Siebel Gateway Name Server, Siebel Servers, or both are running.
- Make structural changes to the directory where the Siebel Gateway Name Server, Siebel Servers, or both are installed.
- Move the Siebel Gateway Name Server, Siebel Servers, or both to another machine.

Each of these operations require you to uninstall and reinstall both the Siebel Gateway Name Server and Siebel Servers. For details on uninstalling and installing Siebel Servers and the Siebel Gateway Name Server, see the *Siebel Installation Guide* for the operating system you are using. Uninstall and reinstall these entities in the following sequence:

- 1 Uninstall the Siebel Server.
- 2 Uninstall the Siebel Gateway Name Server.
- 3 Reinstall the Siebel Gateway Name Server.
- 4 Reinstall the Siebel Server.

After installation, perform necessary Siebel Server configurations (define new components, enable or disable components and component groups, assign component groups to Siebel Server, and so on), and reextract all mobile clients. For information on extracting mobile client databases, see *Siebel Remote and Replication Manager Administration Guide*.

Resetting Siebel Server and AOM Configurations

Running the reset Siebel Server and Application Object Manager feature restores Siebel Server and Application Object Manager (AOM) configurations to a clean install configuration state. All configurations made after installation are removed. The reset feature is run independently for Siebel Servers and AOMs.

Resetting the Siebel Server definition removes configuration changes such as parameter overrides at the Siebel Server or component level, component group assignment, Siebel Server level changes, and changes to enabled components.

Resetting the AOM definition removes configuration changes such as post-installation parameter changes and other user-performed setting changes that were applied to the AOMs.

See the following sections for detailed procedures on running the reset feature.

- ["Resetting Configurations on Windows" on page 27](#)
- ["Resetting Configurations on UNIX" on page 28](#)

After running the Siebel Server or AOM reset configuration, the feature stores two backup data files with names prefixed by pre and post. These data files capture settings before and after the running of the reset configuration feature allowing the user to return to previous configurations if required

Resetting Configurations on Windows

Use the following Windows DOS Command Prompt procedure for resetting the Siebel Server and Application Object Manager configurations to a post-installation state.

To reset Siebel Server and AOM configurations from a DOS Command Prompt

- 1 Navigate to the binary subdirectory within the Siebel Server root directory.

This directory contains the utility `ssincfgw.exe`.

- 2 Run the utility `ssincfgw.exe` including the path to the configuration file `reset_server.scm` or `reset_oms.scm`. Add other parameters as necessary. An example command follows:

```
ssincfgw.exe -l enu -f siebel_server_root\admin\reset_server.scm -logevents all
```

where:

-l = language code

-f = path to .scm file

-logevents = logging setting

The Siebel Software Configuration utility launches.

- 3 When prompted, enter the following information into the Siebel Software Configuration utility based on which reset configuration file you are using:

| reset_server.scm | reset_oms.scm |
|-----------------------------------|---|
| ■ Siebel Gateway Name Server name | ■ Siebel Gateway Name Server name |
| ■ Siebel Enterprise name | ■ Siebel Enterprise name |
| ■ Siebel Server name | ■ The Application Object Manager to reset |
| ■ Remote Search Server name | |
| ■ Remote Search Port number | |

- 4 Verify that the configuration settings have reset.

The following Siebel Gateway Name Server data backup files appear in the Administration folder of the Siebel Server root directory after resetting server and AOM configurations:

- `pre_reset_enterprise_server.dat` ■ `pre_resetom.dat`
- `post_reset_enterprise_server.dat` ■ `post_resetom.dat`

Use these files to return to previous configuration settings if necessary.

Resetting Configurations on UNIX

Use the following UNIX procedure for resetting the Siebel Server and AOM configuration to a post-installation state.

To reset Siebel Server and AOM configurations on UNIX

- 1 Run the `siebenv.sh` or `siebenv.csh` scripts to set Siebel environment variables. For more information on these scripts, see the *Siebel Installation Guide: Servers, Mobile Web Clients, and Tools for UNIX*.

- 2 Navigate to the `$SIEBEL_ROOT/bin` directory.

This directory contains the utility `icfg`.

- 3 Run the utility `icfg` including the path to the configuration file `reset_server.scm` or `reset_oms.scm`. Add other parameters as necessary. An example command follows:

```
icfg -l enu -f $SIEBEL_ROOT/admin/reset_server.scm -logevents all
```

where:

- l = language code
- f = path to .scm file
- logevents = logging setting

The Siebel Configuration Line Mode utility launches.

- 4 When prompted, enter values into the Siebel Configuration Line Mode utility based on which reset configuration file you are using.
- 5 Verify that the configuration settings have reset.

There are two Siebel Gateway Name Server data backup files that appear in the Sys folder of the Siebel Server root directory after resetting server or AOM configurations:

- `pre_reset_enterprise_server.dat` ■ `pre_resetom.dat`
- `post_reset_enterprise_server.dat` ■ `post_resetom.dat`

Use these files to return to previous configuration settings if necessary.

4

Configuring the Browser for Siebel Web Clients

This chapter provides information about how to configure Web browser settings that affect Siebel application behavior for the Siebel Web Client, Mobile Web Client, and Dedicated Web Client. The browser settings include those relating to security, ActiveX controls, and Java software environment. This chapter includes the following topics:

- “Additional Information” on page 29
- “About Deployment Modes for Siebel Web Clients” on page 30
- “Standard-Interactivity Deployment Requirements” on page 32
- “High-Interactivity Deployment—General Requirements” on page 33
- “High-Interactivity Deployment—ActiveX Requirements” on page 34
- “High-Interactivity Deployment—Java Requirements” on page 39
- “Manual Security Settings for High Interactivity” on page 40
- “Other Deployment Options for High Interactivity” on page 43
- “Using the Browser Health Check” on page 43
- “Siebel Client Deployment Requirements When Using Firewalls or Proxy Servers” on page 46
- “Configuring Siebel Applications for Pop-Up Blocker Compatibility” on page 48

NOTE: In this chapter, the term *Web client* generally refers to all the Siebel client types mentioned above—unless it is clearly used to contrast with Siebel Mobile or Dedicated Web Client.

Additional Information

Information related to topics in this chapter may be found in the following documents:

- For information about which Siebel applications use the Siebel client deployment modes described in this chapter, and about supported Web browsers, see *System Requirements and Supported Platforms* on Siebel SupportWeb.
- For information about installing Siebel software components, see the *Siebel Installation Guide* for the operating system you are using.
- For information about deploying Siebel applications, see *Deployment Planning Guide* and *Going Live with Siebel eBusiness Applications*.
- For information about configuration issues for Siebel client deployment modes, see *Configuring Siebel eBusiness Applications*. This book also has information about administering Web browser capabilities for Siebel application development purposes.
- For information about optimizing performance for Siebel clients, see the *Performance Tuning Guide*.

- For information about configuring firewalls and about using browser cookies with Siebel applications, see *Security Guide for Siebel eBusiness Applications*.

About Deployment Modes for Siebel Web Clients

There are two fundamental modes of deployment for a Siebel Web client:

- Standard interactivity
- High interactivity

The user interface characteristics of Siebel eBusiness Applications, and the experience of your end users, depends greatly on the interactivity mode in which you deploy your applications.

Each Siebel application is preconfigured to use one of these deployment modes. In most cases, it is recommended not to change the deployment mode from its default mode.

To deploy Siebel clients, software prerequisites and configuration requirements must be considered for each deployment mode. Each mode provides performance and usability characteristics that may offer advantages for a given environment. The deployment requirements for client machines must correspond to your target user characteristics.

For example, for Siebel employee applications, it is often feasible to deploy in a controlled environment where specific client and browser requirements can be met that support high-interactivity mode applications providing optimal performance and usability. For Siebel customer applications, on the other hand, your deployment must have looser client and browser requirements, which support standard-interactivity mode for a diverse set of users that conform to a basic and broadly supported browser standard.

NOTE: You must coordinate all of your deployment activities—those described in this book and in other books, including those listed in “Additional Information” on page 29.

Table 8 on page 30 outlines the basic differences between the two deployment modes. The sections that follow provide additional information about each mode.

Table 8. Comparison of Standard Interactivity and High Interactivity Modes

| Feature | Standard Interactivity | High Interactivity |
|---|------------------------|--------------------|
| Support for broader variety of browsers | X | |
| Uses JavaScript technology | X | X |
| Uses ActiveX technology | | X |
| Uses Java technology | | X |

About Standard Interactivity

The standard-interactivity client provides users of Siebel applications with a user experience similar to that for users of traditional Web applications for customer applications, such as those for consumers. The usability characteristics of this deployment mode are familiar to users of typical consumer Web sites, such as CNN.com, Amazon.com, and so on.

Most user interactions in standard-interactivity deployment mode result in a page refresh. When creating a new record, the user clicks the New button (which refreshes the page as the application displays a new entry form), enters the relevant data, then clicks the Save or Submit button (which again refreshes the page as the application redisplay the original page). Similarly, when a user browses through a list of records, the page refreshes each time a new record is selected.

When users must quickly enter, review, and edit large numbers of records, as is the case for employee applications such as Siebel Call Center, the user experience of standard-interactivity mode deployment may not meet usability requirements. However, sometimes it may be desirable to deploy employee applications in standard-interactivity mode.

About High Interactivity

The high-interactivity client is designed to provide users of Siebel applications with a user experience similar to that for users of traditional GUI-based client applications, such as for Microsoft Windows.

High interactivity reduces the number of page refreshes, compared to standard interactivity—when interacting with the application, browsing through records, and so on. This is made possible by making data-only updates from the server. The application thus makes optimal use of network bandwidth.

For example, a high-interactivity client does not require a page refresh for creating a new record. A user creates a new record by clicking the New button. A new row is created in a list dynamically, without a page refresh. The user enters the relevant data, then clicks outside of the record ("steps off of the record") to implicitly commit the change—again, without a page refresh.

Some of the features of the high-interactivity framework are:

- **Fewer page refreshes.** Data is updated separately from the user interface and full page refreshes are not needed in all cases.
- **Support for client-side scripting.** Client-side scripting allows the client to compute certain tasks locally, which can be beneficial for server performance.
- **Support for implicit commit.** This feature enables automatic saving when a user steps off of a new or modified record.
- **Other usability features.** Such features include MVG shuttle applets; drag-and-drop column reordering; drag-and-drop file attachments; keyboard shortcuts; smart controls for calendar, calculator and currency; and applet scrollbars.

The high-interactivity framework provides performance and usability enhancements by taking advantage of capabilities supported by Microsoft Internet Explorer browsers. These capabilities include Document Object Model (DOM), Java, and ActiveX controls.

Deploying Siebel applications in high-interactivity mode requires that customers and their users adhere to strict guidelines regarding the deployed operating system, Web browser version and settings, and Java software environment.

Overview of Deployment Requirements

Certain features and functions in Siebel eBusiness Applications require particular browser settings. Unless stated, all supported browser versions require the settings and configuration outlined in this document. The requirements for your individual deployment may vary, but must meet the minimum requirements in [Table 9 on page 32](#).

Table 9. Requirements for Standard Interactivity and High Interactivity

| Standard Interactivity | High Interactivity | Requirement |
|------------------------|--------------------|--|
| X | | Must meet standard-interactivity deployment requirements. (Supports standard browser settings.) See "Standard-Interactivity Deployment Requirements" on page 32 . |
| | X | Must meet high-interactivity general deployment requirements. See "High-Interactivity Deployment—General Requirements" on page 33 . |
| | X | Must meet high-interactivity ActiveX deployment requirements. See "High-Interactivity Deployment—ActiveX Requirements" on page 34 . |
| | X | Must meet high-interactivity Java deployment requirements. See "High-Interactivity Deployment—Java Requirements" on page 39 . |

Standard-Interactivity Deployment Requirements

This section describes in detail the requirements for deploying Siebel applications in standard-interactivity mode. For more information, see ["About Deployment Modes for Siebel Web Clients" on page 30](#).

Browser Requirements

Siebel eBusiness Applications running in standard-interactivity mode are supported on most commonly used Web browser versions. End users must use a supported Web browser and version, as defined in *System Requirements and Supported Platforms* on Siebel SupportWeb.

The browser must support the following technologies:

- HTML 3.2 syntax
- JavaScript interpretation

NOTE: If Siebel Reports Server is to be accessed from the application client, then cookies should be enabled for the browser. For more information, see *Security Guide for Siebel eBusiness Applications*.

High-Interactivity Deployment—General Requirements

This section describes in detail the general requirements for deploying Siebel applications in high-interactivity mode. For more information, see ["About Deployment Modes for Siebel Web Clients" on page 30](#).

You can use the Microsoft Internet Explorer Administrator Kit and other system management tools to support high-interactivity mode deployment requirements in supported versions of Internet Explorer. Siebel Systems also provides a browser health check tool, described in ["Using the Browser Health Check" on page 43](#). Customers should review the features of applicable deployment tools.

Predefined Security Settings for Web Content Zones

Web content zones in Microsoft Internet Explorer support predefined security setting templates, or groups of settings: Low, Medium-low, Medium, and High. Siebel applications support both Low and Medium-low settings; Low is preferred.

You can use a zone such as Local intranet or Trusted sites for your Siebel applications and use the default security setting templates.

- The Local intranet zone defaults to the Medium-low setting. To use this zone, the Siebel eBusiness Applications URL must be hosted on the same intranet as the end users' Web browsers.
- The Trusted sites zone defaults to the Low setting. To use this zone, the Siebel eBusiness Applications URL must be added as a site to the Trusted sites zone.

Because Trusted sites are explicitly designated, lower security settings can generally be used than for other zones. For example, you can use the Trusted sites zone to allow end users to use ActiveX controls required for the Siebel application deployment, yet restrict end users from using ActiveX controls that may be associated with other sites.

Using security setting templates is preferred. If you do not use them, then you may need to adjust individual security settings for the applicable Web content zone. Some procedures in this chapter describe specifying (or verifying) custom settings, for customers who cannot use security setting templates. For more information, see ["Manual Security Settings for High Interactivity" on page 40](#).

For more information about specifying Microsoft Internet Explorer security settings or other settings, refer to Microsoft documentation.

Adjusting Printing Settings

To enable printing Siebel application screens using the browser's Print command, Internet Explorer users must modify their printing settings.

To adjust printing settings

- 1 In Internet Explorer, choose Tools > Internet Options.
- 2 Click the Advanced tab.
- 3 Under Printing, select Print background colors and images.
- 4 Click OK.

NOTE: For information about browser requirements for supporting the Siebel application's Print command when printing through Microsoft Excel, see ["Manual Security Settings for High Interactivity" on page 40](#).

High-Interactivity Deployment—ActiveX Requirements

This section describes in detail the ActiveX requirements for deploying Siebel applications in high-interactivity mode. For more information, see ["About Deployment Modes for Siebel Web Clients" on page 30](#).

Siebel eBusiness Applications in high-interactivity mode rely on ActiveX technology to deliver features such as interactive controls, keyboard accelerators, email client integration, and so on. For a list of the ActiveX download files (CAB files), see ["ActiveX Controls Distributed for High Interactivity" on page 37](#).

A browser running a high-interactivity application should be enabled to work with (download, instantiate, and script) ActiveX controls. It is recommended that the URL for Siebel eBusiness Applications be part of a zone for which security settings are defined as described in this section.

In addition, system administrators may need to modify permissions for users or applicable groups.

For most deployments, downloading ActiveX controls on demand from a Web server is preferable; code for each control is downloaded to the Downloaded Program Files directory when the control is invoked for the first time by an application feature.

Downloading ActiveX controls requires permissions associated with Power Users. For some controls, running a control may also require such permissions. The methods below are commonly used to meet applicable requirements. How to implement each approach is described in the following sections.

- Allowing end users to download ActiveX controls, by modifying user groups or permissions in one of two alternative ways:
 - Adding users to the Power Users group
 - Relaxing default permissions granted to the Users group
- Predeploying ActiveX controls in environments with secure user permissions.

Modifying User Groups or Permissions

This section describes two alternative ways of allowing users to download ActiveX controls. Use one of these methods.

Adding Users to the Power Users Group

End users on supported Microsoft Windows platforms require write access to the Downloaded Program Files directory and the Windows registry to allow automatic download and installation.

Typically, the Power Users or Administrators groups on supported Microsoft Windows platforms have the necessary permissions. The Users group, however, does not have these permissions. Consequently, putting your users in the Power Users group or Administrators group—or in a new user group with the appropriate permissions—allows automatic download.

For more information on adding users to the Power Users group or other groups, review Microsoft operating system documentation.

Relaxing Default Permissions Granted to the Users Group

Another approach is to grant all users the appropriate permissions by relaxing default permissions granted to the Users group. To do this, execute the following command (on one line) on supported Microsoft Windows platforms:

```
secedit /configure /cfg %windir%\security\templates\compatws.inf /db compat.sdb
```

More information on this issue can be found in the following Microsoft article:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;Q269259>

Predeploying ActiveX Controls for Secure Environments

If users on supported Microsoft Windows platforms are operating in secure environments and cannot obtain write access to the Downloaded Program Files directory through means described in the previous section, the ActiveX controls used for Siebel applications must be predeployed on these users' machines.

Use the following procedure to predeploy ActiveX controls by loading the HTML file `predeploy.htm`, which is provided by Siebel Systems. The ActiveX controls you can deploy are those described in [“ActiveX Controls Distributed for High Interactivity” on page 37](#).

NOTE: This task must be performed with the proper administrative permissions to install software on each client machine—usually Power Users or above.

To predeploy ActiveX controls

- 1 Navigate to the directory containing the predeploy.htm file. You can use any version of the file, which is installed in multiple locations.
 - On the Siebel Web Server Extension (SWSE) machine, predeploy.htm is located in the directory *SWEAPP_ROOT*\public*LANGUAGE*, where *SWEAPP_ROOT* is the SWSE installation directory, and *LANGUAGE* represents the language you are using (such as ENU).
 - On the Siebel Server machine, predeploy.htm is located in the directory *SIEBSRVR_ROOT*\webmaster, where *SIEBSRVR_ROOT* is the Siebel Server installation directory.
 - On Siebel Mobile or Dedicated Web Client machines, predeploy.htm is located in the directory *SIEBEL_CLIENT_ROOT*\public*LANGUAGE*, where *SIEBEL_CLIENT_ROOT* is the Siebel client installation directory, and *LANGUAGE* represents the language you are using (such as ENU).
- 2 Edit predeploy.htm to suit your requirements—that is, so it can be used to predeploy the ActiveX controls your users require. Then save the file.

The file predeploy.htm contains comments about each file, to supplement the information in [Table 10 on page 37](#). Use this information to help you determine what controls to predeploy.

NOTE: You should have one object tag entry for each ActiveX control you are predeploying. Delete or comment out lines for any object tags you do not need (that is, those representing controls you are not predeploying). Text in the HTML file can be commented out using this notation: `<!--CONTENT TO BE COMMENTED OUT-->`.

- 3 Remotely log into each client machine, and then open the HTML file in a supported version of Microsoft Internet Explorer. Wait until the message indicates that all the files have been downloaded, then close the browser and log off of the client machine.
- 4 Repeat [Step 3 on page 36](#) for each applicable user.

ActiveX Controls Distributed for High Interactivity

Table 10 on page 37 lists the ActiveX controls distributed and used with Siebel Web clients. All of these controls are signed. Control names reflect the names of the files that are created in the Downloaded Program Files directory when each control is deployed.

NOTE: Depending on your Siebel software release, you may have only a subset of these CAB files.

Table 10. ActiveX Controls Used with Siebel Web Clients

| Filename / Control Name | Feature / Function |
|---|---|
| SiebelAx_Calendar.cab Siebel Calendar | Supports calendar-related functions. |
| SiebelAx_Container_Control.cab Siebel Generic Container Control | Hosts third-party ActiveX controls. The hosted control, its methods, and its public members are specified using control user properties. In Siebel Life Sciences, this control hosts the CIC Ink control, used for capturing signatures on a tablet PC. |
| SiebelAx_CTI_Toolbar.cab Siebel Callcenter Communications Toolbar | Helps the communications (CTI) toolbar Java applet to access the client framework. See also <i>Siebel Communications Server Administration Guide</i> . |
| SiebelAx_Desktop_Integration.cab Siebel Desktop Integration | COM interface to support client-side integrations your company may implement. When this control is deployed, the <code>EnableWebClientAutomation</code> parameter must be <code>TRUE</code> in the application configuration file. NOTE: Running this control requires the user to have the permissions associated with the Power Users group. |
| SiebelAx_ERM_ContentSync.cab Siebel ERM eBriefings offline content Synchronization | Supports synchronization of offline content for Siebel ERM and eBriefings. NOTE: Running this control requires the user to have permissions associated with the Power Users group. |
| SiebelAx_Gantt_Chart.cab Siebel Gantt Chart | Supports Gantt Charts in the Siebel application UI. The control is rendered using two panes: one for employees (and other configurable columns) and one for activities. |
| SiebelAx_Hospitality_Gantt_Chart.cab Siebel Hospitality Gantt Chart | Supports Gantt Charts for Siebel Hospitality. |

Table 10. ActiveX Controls Used with Siebel Web Clients

| Filename / Control Name | Feature / Function |
|--|---|
| SiebelAx_HI_Client.cab Siebel High Interactivity Framework | Provides high levels of usability, performance, and desktop integration. Contains user interface components such as a rich text editor, UI elements, and so on. The browser health check is also provided through this control. NOTE: Deploying this control is required for all high-interactivity applications. |
| SiebelAx_iHelp.cab Siebel iHelp | Supports the Siebel iHelp player panel to contain and display iHelp information. |
| SiebelAx_Marketing_Allocation.cab Siebel Marketing Allocation | Works with Siebel Analytics to display market segment information applicable to a stage in a marketing program. |
| SiebelAx_Marketing_Calendar.cab Siebel Marketing Event Calendar | Supports the Siebel Marketing Event Calendar. |
| SiebelAx_Microsite_Layout.cab Siebel Microsite Layout Designer | Provides a tool for laying out page items in ERM microsites and templates. |
| SiebelAx_OutBound_mail.cab Siebel Outbound Email Support | Supports client-side email integration (for Lotus Notes or Microsoft Outlook). NOTE: Deploying this control requires that you also deploy the Siebel Desktop Integration control. See also <i>Siebel Communications Server Administration Guide</i> . |
| SiebelAx_Smartsript.cab Siebel SmartScript | Provides the SmartScript UI. See also <i>Siebel SmartScript Administration Guide</i> . |
| SiebelAx_Test_Automation.cab Siebel Test Automation | Provides a test automation interface. (Generally not used for production environments.) See also <i>Testing Siebel eBusiness Applications</i> . |
| SiebelAx_UIInbox.cab Siebel Universal Inbox | Supports the Universal Inbox feature. |
| iTools.cab | A third-party ActiveX control used to capture and encrypt signatures. |
| outlctlx.cab | A third-party ActiveX control provided by Microsoft for use with the Exchange/Siebel Connector (PIMSE). It is required only for implementations with Outlook 2000. |

Uninstalling ActiveX Controls

If any ActiveX controls that have been downloaded to a user's machine are no longer needed, you can uninstall them by removing them from the Downloaded Program Files directory.

If the user has permissions as described in ["Modifying User Groups or Permissions" on page 35](#), applicable controls are downloaded again as they are needed.

High-Interactivity Deployment—Java Requirements

This section describes in detail the Java requirements for deploying Siebel applications in high-interactivity mode. For more information, see ["About Deployment Modes for Siebel Web Clients" on page 30](#).

A supported Java Runtime Environment (JRE) is required to access certain features when using a high-interactivity client. Supported JVM/JRE versions are outlined in *System Requirements and Supported Platforms* on Siebel SupportWeb. Siebel applications support the Sun Java Runtime Environment.

NOTE: Because not all users of Siebel high-interactivity applications require such features, the browser health check treats the Sun JRE as a recommendation rather than a requirement, by default. You should determine whether the JRE is required for your deployment. For more information, see ["Using the Browser Health Check" on page 43](#).

For a list of the Java download files, see ["Java Applets Distributed for High Interactivity" on page 40](#).

Specifying the Java Software Environment

This section describes configuring your browser to use the Java software environment supported for Siebel applications.

To enable Siebel high-interactivity applications to use Sun Java Runtime Environment (JRE), you must specify Sun JRE as the default Java environment in the browser. Another Java product may also be installed, but Sun JRE should be enabled as the default.

NOTE: If you have multiple versions of Sun JRE installed, the correct version must be enabled when you run the Siebel applications. The browser health check does not check which version is currently enabled.

To specify settings for Sun JRE

- 1 In Internet Explorer, choose Tools > Internet Options.
- 2 Click the Advanced tab.
- 3 In Settings, under Java (Sun), check Use Java 2 xxxx (where xxxx represents the version number for Sun JRE).
- 4 Click OK.

- 5 Close and restart your browser for the setting to take effect.

Java Applets Distributed for High Interactivity

Table 11 on page 40 lists the Java applets distributed and used with Siebel Web clients. All of these controls are signed, except where noted.

NOTE: In addition to the CAB files listed below, JAR files are also provided. The JAR files are not applicable to deployments using Microsoft Internet Explorer.

Table 11. Java Applets Used with Siebel Web Clients

| Filename | Feature / Function |
|---------------------------|---|
| SiebelFlowChart.cab | Design of SmartScripts, organization charts, workflow rules. |
| SiebelFunnelChart.cab | Constructs sales and sales-phases pipeline analysis charts. |
| SiebelLocale.cab | Locale features (date, time, currency). |
| SiebelMarketingEditor.cab | Marketing campaign designer. |
| SiebelMenu.cab | Application-level menus. |
| SiebelRulesDesigner.cab | Personalization business rules designer. |
| SiebelToolbar.cab | Communications toolbar (for Siebel CTI or related modules) and scrolling message bar. |
| SiebelShared.cab | Shared requirement for Java features above. |

Uninstalling Java Controls

If any Java controls that have been downloaded to a user's machine are no longer needed, you can uninstall them by deleting them from the Temporary Internet Files folder. This folder is located in a folder similar to the following:

C:\Documents and Settings*username*\Local Settings\Temporary Internet Files

where *username* represents the Microsoft Windows login for the applicable user.

Manual Security Settings for High Interactivity

If you are *not* using supported security setting templates for applicable Web content zones for your Siebel high-interactivity applications, then you must manually specify the Internet Explorer settings described in this section. (Some settings are not associated with either Low or Medium-low security templates. All such settings are optional.)

See also "High-Interactivity Deployment—General Requirements" on page 33 and following sections.

Manual Settings for ActiveX Controls and Plug-ins

To enable full functionality related to ActiveX controls and plug-ins for Siebel applications in high-interactivity mode, specify the following settings.

For more information, see [“High-Interactivity Deployment—ActiveX Requirements” on page 34](#).

To specify ActiveX settings

- 1 In Internet Explorer, choose Tools > Internet Options.
- 2 Click the Security tab.
- 3 Select the Web content zone you want to customize (for example, Local intranet or Trusted sites).
- 4 Click Custom Level.
- 5 In Security Settings, under ActiveX controls and plug-ins > Download signed ActiveX controls, select Enable or Prompt.
- 6 In Security Settings, under ActiveX controls and plug-ins > Run ActiveX controls and plug-ins, select Enable.
- 7 In Security Settings, under ActiveX controls and plug-ins > Script ActiveX Controls marked safe for scripting, select Enable.
- 8 In Security Settings, under ActiveX controls and plug-ins > Initialize and script ActiveX controls not marked as safe, select Enable or Prompt.
NOTE: The above setting applies only if you are using the Siebel application Print command with Microsoft Excel.
- 9 Click OK, then click OK again.

Manual Settings for Scripting

Scripting is used in the high-interactivity framework to manage data-only interactions with the server and to interact with the browser DOM, ActiveX controls, Java applets, and so on. The high-interactivity framework also supports browser scripting for data validations.

To enable full functionality related to scripting for Siebel applications in high-interactivity mode, specify the following settings.

To specify scripting settings

- 1 In Internet Explorer, choose Tools > Internet Options.
- 2 Click the Security tab.
- 3 Select the Web content zone you want to customize (for example, Local intranet or Trusted sites).
- 4 Click Custom Level.
- 5 In Security Settings, under Scripting > Active scripting, select Enable or Prompt.

- 6 In Security Settings, under Scripting > Scripting of Java applets, select Enable or Prompt.
- 7 In Security Settings, under Scripting > Allow paste operations via script, select Enable or Prompt.
- 8 Click OK, then click OK again.

Manual Settings for Downloads

To enable full functionality related to attachments and file import and export for Siebel applications in high-interactivity mode, specify the following settings.

To specify download settings

- 1 In Internet Explorer, choose Tools > Internet Options.
- 2 Click the Security tab.
- 3 Select the Web content zone you want to customize (for example, Local intranet or Trusted sites).
- 4 Click Custom Level.
- 5 In Security Settings, under Downloads > File download, select Enable.
- 6 Click OK, then click OK again.

Manual Settings for IFRAME Support

Siebel Web templates are configured to use IFRAME elements. To enable IFRAME support in your browser, follow the steps described below.

For more information about IFRAME support, consult your browser documentation.

To enable support for IFRAME elements

- 1 In Internet Explorer, choose Tools > Internet Options.
- 2 Click the Security tab.
- 3 Select the Web content zone you want to customize (for example, Local intranet or Trusted sites).
- 4 Click Custom Level.
- 5 In Security Settings, under Miscellaneous > Launching programs and files in an IFRAME, select Enable or Prompt. (Enable is recommended.)
- 6 Click OK, then click OK again.

Other Deployment Options for High Interactivity

This section describes additional browser deployment settings and issues for Siebel high-interactivity applications.

For information about using cookies with Siebel applications, see *Security Guide for Siebel eBusiness Applications*.

NOTE: Settings described in this section are optional in most cases. The applicability of these sections varies according to your overall deployment environment.

Disabling Script Debugging

Script debugging is typically automatically enabled by Microsoft Visual Studio products. To improve performance of the Web browser for use with Siebel applications, you must disable script debugging in the Internet Explorer browser.

To disable script debugging

- 1 In Internet Explorer, choose Tools > Internet Options.
- 2 Click the Advanced tab.
- 3 Under Browsing, check Disable script debugging.
- 4 Click OK.

Using the Browser Health Check

The browser health check is an optional feature that provides a mechanism to help administrators make sure that end users' browsers and client environments are configured appropriately for running Siebel high-interactivity applications.

When the browser health check is enabled, a dialog box may appear when a user starts the Siebel application, indicating required or recommended browser settings or other configuration changes for the local client machine.

The browser health check lists all settings for which required or recommended settings are not currently in effect. For many such settings, the user can fix the settings from this dialog box and proceed to running the application.

Although the default browser health check settings are intended to meet most customers' needs, they may not apply for all deployments. For configurable browser health check settings, customers can determine which settings should be set to Required and which settings may be set to Recommended. Customers should determine user policies for working within the browser and interacting with the browser health check based on their environment.

To help you determine which settings are required for your deployment, see other sections of this chapter, other documents on *Siebel Bookshelf*, and *System Requirements and Supported Platforms* on Siebel SupportWeb.

The browser health check runs in the current language for the Microsoft Internet Explorer browser.

NOTE: The browser health check runs as an ActiveX control. In order for the browser health check to appear, each user’s browser must already have minimum settings for enabling ActiveX controls. For more information, see “High-Interactivity Deployment—ActiveX Requirements” on page 34.

Running the Browser Health Check

As noted, the browser health check lists each setting that does not match the required or recommended setting, as currently configured. Click on one of the listed settings to view more information about the setting.

In the example shown in [Figure 1 on page 44](#), two settings are checked:

- File download (Required)
- Reuse windows for launching shortcuts (Recommended)

You can click Auto Fix to fix all required and recommended settings for which check marks are displayed on the left (as with both of the above settings). After clicking Auto Fix, the button changes to Run. You can then click Run to proceed past the browser health check and run the application.

For settings displayed as Recommended, you can manually uncheck the setting, in order not to change this setting. (For a recommended setting, the check is enclosed by a box.) If no checked settings are displayed, the Auto Fix button changes to Run. You can then click Run to proceed past the browser health check and run the application. To exit both the browser health check and the Siebel application, click Exit.

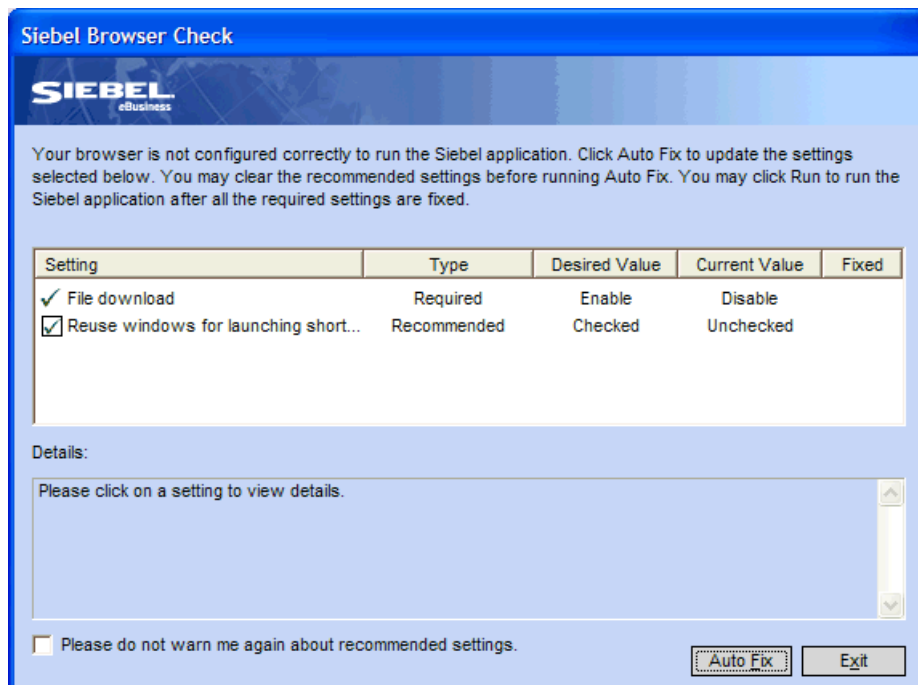


Figure 1. Browser Health Check

Some required settings cannot be auto-fixed. For such a setting, for which no check box is displayed, click to display more information about the requirement, then address the requirement as described.

NOTE: If you decide not to change settings currently shown as Recommended, and you have addressed all Required settings, you can check the box labeled *Please do not warn me again about recommended settings*. The browser health check no longer appears the next time you start the Siebel application. If, however, any settings are still Required, the browser health check continues to appear when you start the application; all Required and Recommended settings are listed. This behavior applies for each Siebel build.

Administering the Browser Health Check

In general, it is recommended that you enable the browser health check when you are deploying new or upgraded Siebel applications, or deploying applications to large numbers of new users or users whose browsers are newly installed. You should also enable the browser health check in environments that are configured with high security levels, or where installed Java software may not meet requirements for your Siebel high-interactivity applications.

The browser health check applies to deployments of the Siebel Web Client, Siebel Mobile Web Client, and Siebel Dedicated Web Client (for high-interactivity applications).

After browser settings and other client environment settings for your users have been corrected and validated, you can optionally disable the browser health check to reduce login time for users.

To configure the browser health check, you set a series of parameter values, which are described later in this section. Browser health check parameters are configured in the application configuration file, such as `uagent.cfg` for Siebel Call Center or `siebel.cfg` for Siebel Sales. After you modify the configuration file, you must restart the Application Object Manager component in order for the changes to take effect for subsequent user logins.

- For Siebel Web Client deployments, the configuration file resides on each Siebel Server machine where AOM components are running, such as Call Center Object Manager.
- For Siebel Mobile/Dedicated Web Client deployments, the configuration file resides on each client machine.

For more information about application configuration files, see [Appendix C, "Parameters in Configuration File."](#)

Parameters for the Browser Health Check

Parameters applicable to the browser health check are described below.

To enable the browser health check, the parameter `EnableClientHealthCheck` should be set to `TRUE` (the default) in the `[SWE]` section of the configuration file. Set this parameter to `FALSE` to disable the browser health check.

When `EnableClientHealthCheck` is `TRUE`, parameters in the `[ClientHealthCheck]` section of the file are read by the browser health check to determine which settings should be checked.

As shown in the example below, the parameters in this section may be set to Required, Recommended, or Ignore. The behavior associated with parameters set to Required or Recommended is described earlier in this section. Any parameter that is set to Ignore is not displayed in the browser health check—the same as if the parameter were not defined.

```
[ClientHealthCheck]
AppletScripting = Required
DisableScriptDebug = Recommended
FileDownload = Required
PasteViaScript = Recommended
PrintBGColors = Recommended
SUNJREVersion = Recommended
```

NOTE: Additional parameters may also be included in your released Siebel product. For example, parameters that start with *QFE* represent specific Microsoft Internet Explorer QFE patches that may be required.

Some of the browser health check parameters are described below:

- **AppletScripting.** Corresponds to the Internet Explorer security setting Scripting > Scripting of Java applets. For more information, see [“Manual Settings for Scripting” on page 41](#).
- **DisableScriptDebug.** Corresponds to the Internet Explorer advanced setting Browsing > Disable script debugging. For more information, see [“Disabling Script Debugging” on page 43](#).
- **FileDownload.** Corresponds to the Internet Explorer security setting Downloads > File download. For more information, see [“Manual Settings for Downloads” on page 42](#).
- **PasteViaScript.** Corresponds to the Internet Explorer security setting Scripting > Allow paste operations via script. For more information, see [“Manual Settings for Scripting” on page 41](#).
- **PrintBGColors.** Corresponds to the Internet Explorer advanced setting Printing > Print background colors and images. For more information, see [“High-Interactivity Deployment—ActiveX Requirements” on page 34](#).
- **SUNJREVersion.** Corresponds to the version of Sun JRE software you must have installed. For more information, see [“High-Interactivity Deployment—Java Requirements” on page 39](#).

Siebel Client Deployment Requirements When Using Firewalls or Proxy Servers

This section describes Siebel client deployment requirements that apply when you use firewalls or proxy servers (such as reverse proxy servers).

Deploying Siebel Applications Accessed Through a Firewall

When deploying Siebel applications accessed through a firewall, verify that your firewall supports the HTTP 1.1 protocol, if you are planning to enable compression for traffic between the Web server and the Web browser. This issue applies to both standard-interactivity and high-interactivity applications.

If your firewall does *not* support HTTP 1.1, set the DoCompression parameter appropriately in the eapps.cfg file on the SWSE. In addition, for high-interactivity applications, specify the Internet Explorer setting to disable HTTP 1.1 for proxy connections on each client machine, as described below.

NOTE: For more information about deploying Siebel applications with firewalls, and about settings for the DoCompression parameter, see *Security Guide for Siebel eBusiness Applications*.

To specify Internet Explorer settings to disable using HTTP 1.1 through a proxy

- 1** In Internet Explorer, choose Tools > Internet Options.
- 2** Click the Advanced tab.
- 3** Under HTTP 1.1 settings, uncheck Use HTTP 1.1 through proxy connections.
- 4** Click OK.

Bypassing the Proxy Server for Local Addresses—for High-Interactivity Applications

If your LAN network uses a proxy server, Internet Explorer browser settings should be adjusted to bypass the proxy server for local (internal) addresses. This setting provides better performance for all Siebel clients described in this book, for high-interactivity applications deployed on the LAN. This setting is required for the Siebel Mobile or Dedicated Web Client.

NOTE: For standard-interactivity applications, this setting does not apply. The proxy server setting applies only on a LAN.

To specify Internet Explorer settings to bypass the proxy server for local addresses

- 1** In Internet Explorer, choose Tools > Internet Options.
- 2** Click the Connections tab, then click the LAN Settings button.
- 3** In the Proxy server section, verify whether the option Use a Proxy server for your LAN is enabled.
For Siebel Web Clients running employee applications, where a proxy server is provided on a LAN, the proxy server address and port would also be specified here.
- 4** If the option Use a Proxy server for your LAN is enabled, check the box for Bypass proxy server for local addresses.
- 5** Click OK, then click OK again.

Configuring Siebel Applications for Pop-Up Blocker Compatibility

Pop-up blocking software may sometimes cause Siebel applications not to work, because such software may block required Siebel application functionality generated by ActiveX controls. Such blocking software typically blocks ActiveX-generated processes or pop-up windows that originate from particular machine host names or domain names.

See also “High-Interactivity Deployment—ActiveX Requirements” on page 34.

Siebel applications that you run over the local Intranet (Siebel Web Client) or that run on local client machines (Siebel Mobile or Dedicated Web Client) may be affected by pop-up blockers. Configuring the Siebel application to use a fully qualified domain name (FQDN) may prevent such problems and allow you to use pop-up blockers safely.

For example, the URL `http://ebiz.siebel.com` uses FQDN, while `http://ebiz` does not.

CAUTION: If you have configured FQDN for your Siebel applications, but conflicts with pop-up blockers persist, it may be necessary to uninstall the pop-up blocking software or any applications in which such functionality is built in.

Parameters to configure fully qualified domain names are located in multiple places. How you set these parameters depends on the Siebel client you are using. Specified hostnames or domain names must meet all applicable requirements—for example, underscores may not be used.

- **Siebel Web Client.** To use FQDN for this client type, configure the following parameters in the `eapps.cfg` file on each SWSE that is applicable to Siebel Web Client deployments.

```
[default]
EnableFQDN = TRUE
FQDN = hostname.primaryDNS.domainsuffix
```

where:

- *hostname*, an optional element, is the name of the Web server machine
- *primaryDNS* is the primary part of the domain name (such as *siebel*)
- *domainsuffix* is the domain type (such as *com*)

For example, FQDN might be set to `corp.siebel.com`, or to `server1.corp.siebel.com`.

`EnableFQDN` is set to `FALSE` by default for the SWSE.

- **Siebel Mobile/Dedicated Web Client.** To use FQDN for these client types, configure the following parameters in the Siebel application configuration file, such as `uagent.cfg` for Siebel Call Center, on each local client machine.

```
[Siebel]
EnableFQDN = TRUE
```

`EnableFQDN` is set to `TRUE` by default for the Siebel Mobile or Dedicated Web Client.

If you do not also specify the FQDN parameter, the system constructs the URL automatically. For example, the FQDN for CCHENG may be automatically constructed as `ccheng.corp.siebel.com`. Optionally, you can explicitly provide similar information below, using the FQDN parameter.

$FQDN = hostname.primaryDNS.domainsuffix$

where:

- *hostname* is the name of the local client machine
- *primaryDNS* is the primary part of the domain name (such as *siebel*)
- *domainsuffix* is the domain type (such as *com*)

For example, you might set FQDN to `ccheng.corp.siebel.com`.

CAUTION: When you explicitly configure an FQDN for use with the Siebel Mobile or Dedicated Web Client, you must specify the local machine name. The *localhost* string from the default Siebel Mobile or Dedicated Web Client URL (which is used when `EnableFQDN = FALSE`) cannot be used as an element in an FQDN. The *localhost* string is only functional when used by itself, with no additional qualifying elements.

5

Administering Server System Services

This chapter describes the sequence in which to start up and shut down your Siebel deployment, as well as the procedures required to start, stop, and administer the Siebel Gateway Name Server System Service and the Siebel Server System Service.

This chapter includes the following topics:

- [“Starting and Shutting Down a Siebel Deployment” on page 51](#)
- [“Administering the Siebel Gateway Name Server System Service” on page 52](#)
- [“Administering the Siebel Server System Service” on page 55](#)

Starting and Shutting Down a Siebel Deployment

It is important to follow the correct sequence when starting or shutting down a Siebel deployment, because several dependencies require that certain servers are running before others. Follow the procedures below to start or shut down your Siebel deployment.

To start a Siebel deployment

- 1** Start the Siebel Database Server.

Refer to your database documentation for detailed information on this procedure.

- 2** Start the Siebel Gateway Name Server System Service.

Refer to [“Administering the Siebel Gateway Name Server System Service” on page 52](#) for detailed information on this procedure.

- 3** Start the third-party load balancing software, if applicable. For further information on load balancing, see *Deployment Planning Guide*.

- 4** Start any other third-party software, if applicable.

- 5** Start the Siebel Server System Service.

The Siebel Server must connect to the Siebel Gateway Name Server and Siebel Database on startup. Refer to [“Administering the Siebel Server System Service” on page 55](#) for detailed information on starting the Siebel Server System Service.

To shut down a Siebel deployment

- 1 Shut down the Siebel Server System Service.

When the Siebel Server System Service is shut down, it shuts down server components and tasks before shutting down itself. Refer to ["Administering the Siebel Server System Service" on page 55](#) for detailed information on the shutdown procedure.

NOTE: To make sure server components shut down properly, shut down Siebel Servers before shutting down the Siebel Server System Service. See ["Siebel Server Management Commands" on page 123](#) for the command-line interface command. See ["Shutting Down a Siebel Server" on page 98](#) for the GUI-based command.

- 2 Shut down the third-party load balancing software and any other third-party software, if applicable. For further information on load balancing, see *Deployment Planning Guide*.
- 3 Shut down the Siebel Gateway Name Server service.

For detailed information on this procedure, see ["Administering the Siebel Gateway Name Server System Service" on page 52](#).

NOTE: Make sure all Siebel Servers are shut down before shutting down the Siebel Gateway Name Server service.

- 4 Shut down the Siebel Database.

Refer to your database documentation for detailed information on this procedure.

Administering the Siebel Gateway Name Server System Service

Occasionally, you need to stop and restart the Siebel Gateway Name Server System Service for maintenance purposes. You should only restart the System Service when it is necessary. For information about Siebel Gateway Name Server System Service, see ["About Name Server" on page 12](#). For details on administering the Siebel Gateway Name Server System Service, on Windows, see ["Siebel Gateway Name Server System Service on Windows."](#) For details on administering the Siebel Gateway Name Server System Service on UNIX, see ["Siebel Gateway Name Server System Service on UNIX" on page 54](#).

Siebel Gateway Name Server System Service on Windows

This section describes how to start, stop, and check the Siebel Gateway Name Server System Service on Windows.

To start the Siebel Gateway Name Server System Service on Windows

- 1 Right-click on My Computer.

- 2 Click Manage.

The Computer Management panel appears.

- 3 In the Tree applet, double-click Services and Applications.

- 4 Click Services.

- 5 In the right applet, scroll through the list of services and select Siebel Gateway Name Server.

- 6 Right-click Siebel Gateway Name Server and select Start.

Windows starts the Siebel Gateway Name Server System Service. This may take a few seconds. After the service has started, the Status field changes to Started.

To stop the Siebel Gateway Name Server System Service on Windows

- 1 Right-click on My Computer.

- 2 Click Manage.

The Computer Management panel appears.

- 3 In the Tree applet, double-click Services and Applications.

- 4 Click Services.

- 5 In the right applet, scroll through the list of services and select Siebel Gateway Name Server.

- 6 Right-click Siebel Gateway Name Server and select Stop.

The Stop Other Services dialog box now appears to query if you want to stop the Siebel Server service.

- 7 Click Yes.

Windows stops the Siebel Gateway Name Server System Service. This may take a few seconds. After the service has stopped, the Status field is blank.

To check the status of the Siebel Gateway Name Server System Service on Windows

- 1 Right-click on My Computer.

- 2 Click Manage.

The Computer Management panel appears.

- 3 In the Tree applet, double-click Services and Applications.

- 4 Click Services.

- 5 In the right applet, scroll through the list of services and select Siebel Gateway Name Server.

A value of Started in the Status field for the selected service indicates that the System Service is running for the Siebel Gateway Name Server. If the Status field is blank, the System Service is not currently running.

Siebel Gateway Name Server System Service on UNIX

This section describes how to start, stop, and check the Siebel Gateway Name Server System Service on UNIX.

To start the Siebel Gateway Name Server System Service on UNIX

- 1 Log in as the Siebel Service owner user.
- 2 Run the `siebenv.sh` or `siebenv.csh` script to set Siebel environment variables. For more information on these scripts, see the *Siebel Installation Guide: Servers, Mobile Web Clients, and Tools for UNIX*.
- 3 Enter:

```
start_ns
```

- To specify the Siebel root directory, use the `-r` switch by entering:

```
start_ns -r siebel_root
```

Typically, you do not need to use this switch, because the `SIEBEL_ROOT` environment variable is set by the `siebenv.csh` (or `siebenv.sh`) script. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Gateway Name Server runs.

- To start the Siebel Gateway Name Server only if currently marked with the `autostart` attribute, use the `-a` switch by entering:

```
start_ns -a
```

Typically, this flag should only be used when invoking the `start_ns` script from an `autostart` script. For more information on the `autostart` script, see *Siebel Installation Guide: Servers, Mobile Web Clients, and Tools for UNIX*.

- To force the start up, use the `-f` switch by entering:

```
start_ns -f
```

This can be used to make sure that the Siebel Gateway Name Server starts even if it was not previously shut down completely. This switch is typically not needed.

To stop the Siebel Gateway Name Server System Service on UNIX

- 1 Log in as the Siebel Service owner user.
- 2 Run the `siebenv.sh` script in the current shell process as follows:

```
./siebenv.sh
```

- 3 Enter:

```
stop_ns -r siebel_root -f
```

- To specify the Siebel root directory, use the `-r` switch by entering:

```
stop_ns -r siebel_root
```

Typically, you do not need to use this switch, because the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Gateway Name Server is running.

- To force the shutdown, use the -f switch by entering:

```
stop_ns -f
```

This causes the Name Server to shut down sooner, but it may not shut down completely. In general, the -f switch should only be used if the Name Server did not respond to the nonforced shutdown in a timely manner.

To check the status of the Siebel Gateway Name Server System Service on UNIX

- Enter:

```
list_ns
```

To specify the Siebel root directory, use the -r switch by entering:

```
list_ns -r siebel_root
```

Typically, you do not need to use this switch, because the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Gateway Name Server is configured.

Administering the Siebel Server System Service

Occasionally, you need to stop and restart the Siebel Server System Service for certain administrative changes to take effect. You should only restart the System Service when it is necessary.

NOTE: The Siebel Server System Service must be running before any Siebel Server can be started.

For information about the Siebel Server System Service, see ["About Siebel Server System Service" on page 14](#).

Siebel Server System Service on Windows

This section describes how to start, stop, and check the Siebel Server System Service on Windows.

To start the Siebel Server System Service on Windows

- 1 Right-click on My Computer.

- 2** Click Manage.
The Computer Management panel appears.
- 3** In the Tree applet, double-click Services and Applications.
- 4** Click Services.
- 5** In the right applet, scroll through the list of services and select the desired Siebel Server service (the enterprise name and Siebel Server name are indicated within square brackets).
- 6** Right-click the desired Siebel Server service and select Start.
Windows starts the Siebel Server System Service. This may take a few seconds. After the service has started, the Status field changes to Started.

To stop the Siebel Server System Service on Windows

- 1** Right-click on My Computer.
- 2** Click Manage.
The Computer Management panel appears.
- 3** In the Tree applet, double-click Services and Applications.
- 4** Click Services.
- 5** In the right applet, scroll through the list of services and select the desired Siebel Server service (the enterprise name and Siebel Server name are indicated within square brackets).
- 6** Right-click the desired Siebel Server service and select Stop.
Windows stops the Siebel Server System Service. This may take a few seconds. After the service has stopped, the Status field is blank.

NOTE: A Microsoft Windows 1053 error may occur during this process. This error does not affect the Siebel Server System Service from stopping.

To check the status of the Siebel Server System Service on Windows

- 1** Right-click on My Computer.
- 2** Click Manage.
The Computer Management panel appears.
- 3** In the Tree applet, double-click Services and Applications.
- 4** Click Services.
- 5** In the right applet, scroll through the list of services and select the desired Siebel Server service (the enterprise name and Siebel Server name are indicated within square brackets).
A value of Started in the Status field for the selected service indicates that the System Service is running for the Siebel Server. If the Status field is blank, the System Service is not currently running.

Siebel Server System Service on UNIX

This section describes how to start, stop, check, and reset the Siebel Server System Service daemon process on UNIX.

To start the Siebel Server System Service on UNIX

- 1 Log in as the Siebel Service owner user.
- 2 Run the `siebenv.sh` or `siebenv.csh` script to set Siebel environment variables. For more information on these scripts, see the *Siebel Installation Guide: Servers, Mobile Web Clients, and Tools for UNIX*.
- 3 Enter:

```
start_server siebel_server_name
```

where:

```
siebel_server_name = Name of the Siebel Server
```

You may run this script to start the System Service for a specified Siebel Server (or servers), either within a specified Siebel Enterprise Server or across Siebel Enterprise Servers defined for the current installation.

- To start multiple servers, enter the names of the Siebel Servers (separated by spaces), or `all` to start all Siebel Servers configured under the specified `SIEBEL_ROOT` on the particular server machine (or all Siebel Servers for a particular Siebel Enterprise Server, if the Siebel Enterprise Server name is specified, as described in the use of the `-e` switch):

```
start_server server1 server2...
```

```
start_server all
```

- To specify the Siebel root directory, use the `-r` switch by entering:

```
start_server -r siebel_root
```

Typically, you do not need to use this switch, because the `SIEBEL_ROOT` environment variable is set by the `siebenv.csh` (or `siebenv.sh`) script during installation. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Server (or servers) run.

- To limit the operation to Siebel Servers in a specific Siebel Enterprise Server, use the `-e` switch by entering:

```
start_server -e enterprise server1 server2...
```

You do not need to use this switch if the `SIEBEL_ENTERPRISE` environment variable is set in the `siebenv.csh` (or `siebenv.sh`) script during installation. If this is not the case, then you must specify the Siebel Enterprise Server name. To start all servers for all Siebel Enterprise Servers configured for the `SIEBEL_ROOT`, do not use this flag (you may also need to unset the `SIEBEL_ENTERPRISE` environment variable).

For example, to start the System Service for the `prod01` server in the `siebel` Siebel Enterprise Server, use the following command:

```
start_server -e siebel prod01
```

To start the System Services for the prod01 and prod02 servers in the siebel Siebel Enterprise Server, use the following command:

```
start_server -e siebel prod01 prod02
```

- To start only Siebel Servers that are marked with the autostart attribute, use the `-a` switch by entering:

```
start_server -a
```

Typically, this flag should only be used when invoking the `start_server` script from an autostart script. For more information on the autostart script, see *Siebel Installation Guide: Servers, Mobile Web Clients, and Tools for UNIX*.

- To force the startup, use the `-f` switch by entering:

```
start_server -f
```

This switch can be used to make sure that the Siebel Server (or servers) start even if it was not previously shut down cleanly. This switch is typically not needed.

NOTE: Do not manually copy or rename the `svc.siebsrvr.*` filenames or any files in the `siebsrvr/sys` directory.

To stop the Siebel Server System Service on UNIX

- 1 Log in as the Siebel Service owner user.
- 2 Run the `siebenv.sh` script in the current shell process as follows:

```
. ./siebenv.sh
```

- 3 Enter:

```
stop_server siebel_server_name
```

You may run this script to stop the System Service for a specified Siebel Server (or servers), either within a specified Siebel Enterprise Server or across all Siebel Enterprise Servers defined for the current installation.

- To stop multiple Siebel Servers, enter the names of the Siebel Servers (separated by spaces), or `all` to stop all Siebel Servers configured under the specified `SIEBEL_ROOT` (or all Siebel Servers for a particular Siebel Enterprise Server, if the Siebel Enterprise Server name is specified, as described in the use of the `-e` switch):

```
stop_server server1 server2...
```

```
stop_server all
```

- To specify the Siebel root directory, use the `-r` switch by entering:

```
stop_server -r siebel_root
```

Typically, you do not need to use this switch, because the SIEBEL_ROOT environment variable is set by the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Server (or servers) is running.

- To limit the operation to Siebel Servers in a specific Siebel Enterprise Server, use the `-e` switch by entering:

```
stop_server -e enterprise server1 server2...
```

You do not need to use this switch if the SIEBEL_ENTERPRISE environment variable is set in the siebenv.csh (or siebenv.sh) script during installation. If this is not the case, then you must specify the Siebel Enterprise Server name. To stop all Siebel Servers for all Siebel Enterprise Servers configured for the *SIEBEL_ROOT*, do not use this flag (you may need to unset the SIEBEL_ENTERPRISE environment variable).

To stop the System Services for the prod01 Server in the siebel Siebel Enterprise Server, use the following command:

```
stop_server -e siebel prod01
```

- To force the shutdown, use the `-f` switch by entering:

```
stop_server -f
```

This switch causes the Siebel Server to shut down sooner, but may not give all components a chance to shut down cleanly. In general, the force option should only be used if the Siebel Servers did not respond to the nonforced shutdown in a timely manner.

NOTE: A normal shutdown of the Siebel Server System Service on UNIX deletes MainWin page files of the format MW*. You can safely delete these files if they remain after the Siebel Server shuts down.

To check the status of the Siebel Server System Service on UNIX

- Enter:

```
list_server siebel_server_name
```

You may run this script to list the System Service for a specified Siebel Server (or servers), either within a specified Siebel Enterprise Server or across all Siebel Enterprise Servers defined for the current installation.

- To check the status of multiple Siebel Servers, enter the names of the Siebel Servers (separated by spaces), or `all` to check the status of all Siebel Servers configured under the specified *SIEBEL_ROOT* (only if an Siebel Enterprise Server is not specified):

```
list_server server1 server2...
```

```
list_server all
```

- To specify the Siebel root directory, use the `-r` switch by entering:

```
list_server -r siebel_root
```

Typically, you do not need to use this switch, because the `SIEBEL_ROOT` environment variable is set by the `siebenv.csh` (or `siebenv.sh`) script during installation. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Server (or servers) is configured.

- To specify the Siebel Enterprise Server under which the specified Siebel Server (or servers) is running, use the `-e` switch by entering:

```
list_server -e enterprise server1 server2...
```

You do not need to use this switch if the `SIEBEL_ENTERPRISE` environment variable is set in the `siebenv.csh` (or `siebenv.sh`) script during installation. If this is not the case, then you must specify the Siebel Enterprise Server name to indicate the Siebel Enterprise Server under which the Siebel Servers are running. To check the status of all Siebel Servers for all Siebel Enterprise Servers configured for the `SIEBEL_ROOT`, use `all` for the `enterprise` variable.

For example, to list the current status of the System Service for the `prod01` Server in the `siebel` Siebel Enterprise Server, use the following command:

```
list_server -e siebel prod01
```

To reset the Siebel Server System Service on UNIX

- Enter:

```
reset_server siebel_server_name
```

NOTE: Only use this script if the Siebel Server System Service is unable to start after an abnormal shutdown or crash of the application server machine; it should not be used (or needed) as part of normal operation of the Siebel Server.

You may run this script to reset the System Service for a specified Siebel Server (or servers), either within a specified Siebel Enterprise Server or across all Siebel Enterprise Servers defined for the current installation. The names of one or more Siebel Servers (separated by spaces) must be specified on the command line.

- To reset multiple Siebel Servers, enter the names of the Siebel Servers (separated by spaces), or `all` to reset all Siebel Servers configured under the specified `SIEBEL_ROOT` (or all Siebel Servers for a particular Siebel Enterprise Server, if the Siebel Enterprise Server name is specified, as described in the use of the `-e` switch):

```
reset_server server1 server2...
```

```
reset_server all
```

- To specify the Siebel root directory, use the `-r` switch by entering:

```
reset_server -r siebel root
```

Typically, you do not need to use this switch, because the SIEBEL_ROOT environment variable is set by the `siebenv.csh` (or `siebenv.sh`) script during installation. If this is not the case, then you must specify the Siebel root directory to indicate the Siebel installation under which the Siebel Server (or servers) is running.

- To specify the Siebel Enterprise Server under which the specified Siebel Server (or servers) is configured, use the `-e` switch by entering:

```
reset_server -e enterprise server1 server2...
```

You do not need to use this switch if the SIEBEL_ENTERPRISE environment variable is set in the `siebenv.csh` (or `siebenv.sh`) script during installation. If this is not the case, then you must specify the Siebel Enterprise Server name to indicate the Siebel Enterprise Server under which the Siebel Servers are configured. To reset all Siebel Servers for all Siebel Enterprise Servers configured for the `SIEBEL_ROOT`, use `all` for the `enterprise` variable.

To reset the System Services for the `prod01` Server in the `siebel` Siebel Enterprise Server, use the following command:

```
reset_server -e siebel prod01
```


6

Configuring Siebel Servers

This chapter describes Siebel Server configuration tasks and processes performed using the Siebel Server Manager GUI.

This chapter includes the following topics:

- "About the Server Manager GUI" on page 63
- "About Siebel System Parameters" on page 64
- "Configuring the Siebel Enterprise Server" on page 69
- "Configuring the Siebel Server" on page 82
- "Checking Your Enterprise and Siebel Server Configurations" on page 85
- "Process for Creating a Custom Siebel Server Component" on page 86
- "Advanced Configuration Tasks" on page 91

About the Server Manager GUI

The Siebel Server Manager Graphic User Interface (GUI) consists of every screen within the Siebel Server Administration screen set available from the application Site Map button. This set includes:

- Administration - Server Configuration
- Administration - Server Management
- Server Jobs

NOTE: The Siebel Server Manager GUI screens only allow the use of the query operator LIKE.

This chapter describes the administration tasks you can perform using the Siebel Server Manager GUI. In general, use the Siebel Server Manager GUI to perform most administrative duties, because it provides a more intuitive view into the operation of Siebel Servers, than does the command-line interface. For information on the command-line interface, see [Chapter 8, "Using the Siebel Server Manager Command-Line Interface."](#)

NOTE: By default, the Siebel Server Manager GUI is available on every Siebel client, and is accessible to the user if the user has Siebel administrator responsibility. This feature allows Siebel administrators to gain remote administration from any dedicated client on the network. Therefore, it is important to grant the Siebel administrator responsibility only to designated Siebel administrators. For more information, see *Applications Administration Guide* and *Security Guide for Siebel eBusiness Applications*.

About the Enterprise Explorer View

The Administration - Server Configuration screen contains an additional view for reviewing enterprise data in an Explorer or hierarchy format. It provides an alternate means of navigation and a comprehensive layout of the enterprise data.

Access this view by selecting Enterprise Explorer from the link bar. Figure 2 shows an example of the enterprise explorer view to the left and the selected folder in the Explorer view (Component Groups for an individual Siebel Server) appearing to the right.

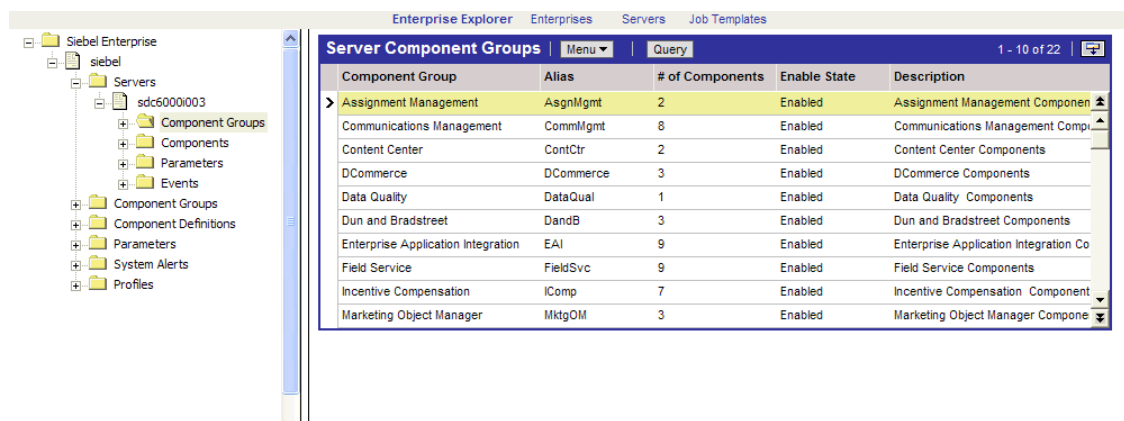


Figure 2. Example of Enterprise Explorer View

About Siebel System Parameters

The Siebel application uses parameter values based on the level at which they are set. Parameter values at the highest levels are inherited by the same parameter at lower levels. For example, a parameter set at the enterprise level contains the same value for the same parameter at the server and component level. If a change is made to that parameter at the enterprise level, this value is inherited down to the lower levels. See Table 12 for the parameter-setting levels in order from highest to lowest.

If a parameter value is set at a lower level, and a new change is made to the same parameter at a higher level, the new change does not inherit down to the lower level unless the override is deleted at that lower level. See "Deleting System Parameter Overrides" on page 94 for information on deleting the lower-level override functionality.

NOTE: Do not set lower-level parameters to a blank or empty value. Use the delete override command to negate this parameter value.

Once you set a parameter at a lower level, this value creates an entry in the siebns.dat file and, from that time on, you must maintain it at this level; that is, any further changes must be made at this level unless the override is deleted.

NOTE: Querying for a specific parameter in either the Parameter field or the Alias field returns matches from both fields. For example, querying in the Parameter field using the expression F* returns the result Siebel File System because its alias is FileSystem.

See the following topics for details on configuring the following system parameters:

- Siebel Enterprise Server parameters. See [“Configuring Siebel Enterprise Server Parameters” on page 75.](#)
- Siebel Server parameters. See [“Configuring Siebel Server Parameters” on page 84.](#)
- Siebel Server component—enterprise-level parameters. See [“Configuring Siebel Enterprise Server Component Definition Parameters” on page 76.](#)
- Siebel Server component—server-level parameters. See [“Configuring Siebel Server Component parameters” on page 85.](#)
- Siebel Task parameters. See [“Starting a Component Job” on page 104](#) and [“Configuring Siebel Server Task Dynamic Parameters” on page 112.](#)

NOTE: For information on named subsystem parameters, see [“About Named Subsystem Parameters” on page 69.](#)

Table 12. Hierarchy of System Parameters

| Level | System Parameter | Comment |
|-------|--|--|
| 1 | Default from Library | Default, hard-coded values from the library. Does not apply for passwords. |
| 2 | Siebel Enterprise parameter | See “About Siebel Enterprise Parameters” on page 67 for more information. |
| 3 | Siebel Server parameter | See “About Siebel Server Parameters” on page 67 for more information. |
| 4 | Siebel Server component parameter—enterprise level | Enterprise-level Siebel Server component parameters are set by configuring component definition parameters. See “About Siebel Server Component Definitions” on page 87 and “Configuring Siebel Enterprise Server Component Definition Parameters” on page 76 for more information. |
| 5 | Siebel Server component parameter—server level | See “About Siebel Component Parameters” on page 68 for more information. |
| 6 | Siebel Task parameter | See “About Task Parameters” on page 68 for more information. Configure these parameters mainly for batch tasks or when invoking from script or Workflow. |

About Parameter Availability Status

The Server Manager GUI provides parameter availability status for system parameters at the following levels: enterprise, component definition, server, component, task, and session. Certain parameters become available or effective only after specific Siebel Server operations are performed. Review this parameter view to determine the necessary action to make your parameter change effective. The list of parameter availability options appears in [Table 13](#).

Table 13. Parameter Availability Status Options

| Availability Status | Description |
|-------------------------|---|
| Immediately | These parameters are effective immediately and require no further Siebel Server operations. |
| At Next Task | These parameters are effective at the start of the next task. For further information on starting component tasks, see “Administering Component Jobs” on page 103 . |
| At Component Restart | These parameters require a restart of the server component before they become effective. For further information on stopping and starting server components, see “Administering Siebel Server Components” on page 100 . |
| At Server Restart | These parameters require a restart of the Siebel Server before they become effective. For further information on stopping and starting Siebel Servers, see “Administering Siebel Servers” on page 97 . |
| Require Reconfiguration | These parameters require component reconfiguration before they become effective. For further information on component reconfiguration, see “Reconfiguring Siebel Server Component Definitions” on page 91 . |

For example, the server component parameter Maximum Tasks (alias MaxTasks) requires a Siebel Server restart before a parameter change becomes effective. See [Figure 3](#) for an example of the MaxTasks parameter’s availability status.

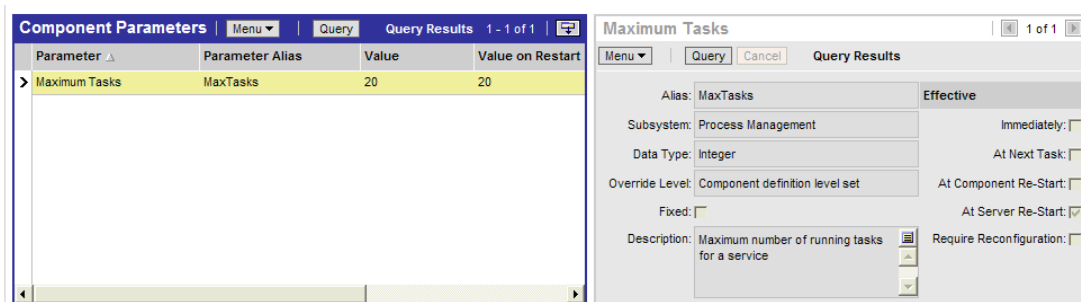


Figure 3. Parameter Availability Status of MaxTasks

About Siebel Enterprise Parameters

Enterprise parameters set the attributes of the entire Siebel Enterprise Server. These parameters are initially set when the Siebel Enterprise Server is created. Each Siebel Server installed in the Siebel Enterprise Server inherits these enterprise parameters. Many of the parameters that can be set at the enterprise level are server or subsystem parameters, which can then be modified or overridden on each Siebel Server.

For example, if a Siebel environment contains multiple Siebel Servers, and the component parameters Maximum MT Servers (alias MaxMTServers) and Maximum Tasks (alias MaxTasks) are set at the enterprise level for a specific component with the values 5 and 100, respectively, then *each* Siebel Server in the environment runs this specific component with a maximum 5 server processes (MaxMTServers) and a maximum 100 tasks (MaxTasks). The values 100 and 5 do not apply to the enterprise as a whole but provide values for each instance of the component on an individual Siebel Server.

NOTE: Setting a parameter at the enterprise level for a component sets the parameter for the component definition, which is the enterprise level definition for the component.

See ["About Siebel System Parameters" on page 64](#) for background information on other Siebel system parameters.

About Siebel Server Parameters

Siebel Server parameters set the attributes of each Siebel Server. These parameters are either used by the Siebel Server for its own operation, such as Shutdown Wait Time, or inherited by the components assigned to that Siebel Server.

The entire set of parameters for a given Siebel Server is a combination of the enterprise parameters inherited from the enterprise, and those specified when the Siebel Server is installed. Either type may be modified for any given Siebel Server.

By default, if Siebel Server-level parameters are changed, any future configurations to Siebel Enterprise Server-level parameters do not cascade down to the Siebel Server parameter level for that particular parameter. To restore this functionality, see ["To delete a Siebel Server parameter override" on page 132](#).

New values for Siebel Server-level dynamic parameters (parameters marked as Effective Immediately) set using the Server Manager apply to subsequently started tasks, unless these values are overridden at a lower level.

New values for static parameters, parameters not marked Effective Immediately, do not apply to subsequently started tasks until you stop and restart the Siebel Server System Service. For both fixed and static parameters, the Server Manager views continue to show both the current value and the value upon Siebel Server restart.

To modify parameters using the command-line interface, see ["Parameter Management Commands" on page 131](#).

See ["About Siebel System Parameters" on page 64](#) for background information on other Siebel system parameters.

About Siebel Component Parameters

Component parameters set the attributes specific to a particular component type. These parameters are set initially when the defined component is created. When you assign a component to a Siebel Server, the component inherits the Siebel Enterprise Server and Siebel Server parameters applicable to that Siebel Server. The three types of parameters (except those marked Fixed when the defined component was created) can be overridden for the particular component on that Siebel Server.

By default, if component-level parameters are changed, any future configurations to Siebel Enterprise Server or Siebel Server-level parameters do not cascade down to the component parameter level for that particular parameter. To restore this functionality, see ["To delete a server component parameter override" on page 132](#).

New values for component-level dynamic parameters (parameters marked as Effective Immediately) set using the Siebel Server Manager apply to subsequently started tasks, unless these values are overridden at a lower level.

New values for static parameters (parameters not marked Effective Immediately) do not apply to subsequently started tasks until you stop and restart the Siebel Server System Service. For both fixed and static parameters, the Siebel Server Manager views continue to show both the current value and the value upon Siebel Server restart.

See ["About Siebel System Parameters" on page 64](#) for background information on other Siebel system parameters.

About Task Parameters

Task parameters control the execution of a specific task. These parameters consist of Siebel Enterprise Server, Siebel Server, and component-level parameters for the Siebel Server and the component for which the task is being executed, as well as task-specific parameters specified when starting the task. Task parameters are set or overridden when you first start the task. After a task is running, only dynamic parameters may be changed.

NOTE: The delay before the new parameter value is picked up and used by a running task varies by component, depending on how often the tasks for a particular component recheck their parameter values.

See ["About Siebel System Parameters" on page 64](#) for background information on other Siebel system parameters.

About Named Subsystem Parameters

Named Subsystems are groupings of defined enterprise parameters, which allow the Siebel Server to manage multiple sets of parameter values. Like other server constructs, such as component definitions, server parameters, enterprise parameters, and component parameters, they are stored in the Siebel Gateway Name Server. When a Siebel Server starts, it retrieves the information in the Siebel Gateway Name Server and creates a copy of the named subsystems in shared memory. You can create named subsystems using the Server Manager GUI or command-line interface. For information on Server Manager GUI procedures, see ["Creating Siebel Enterprise Server Named Subsystems" on page 75](#). For information on Server Manager command-line interface procedures, see ["Named Subsystem Management Commands" on page 132](#).

Using named subsystems, the Application Object Manager (AOM) can maintain several different values for a particular parameter. The desired value used by the AOM depends on the context. In other words, an AOM has several groups of parameters with context-dependent values: in context 1, parameters PA and PB have values V1A and V1B, respectively, whereas in context 2, the same parameters have values V2A and V2B. For example, the AOM uses different configuration information that depends on the datasource on which the business components are based. Which datasource, and datasource configuration, is used for a particular business component is context information that can come from several different sources. A business component can specify a datasource in the compiled repository file, or a client can select a datasource from several available datasources. Configuration information like the TableOwner or Database Case Sensitivity have different values depending on the datasource selected.

The parameters that have a context dependency are defined as named subsystem parameters. The component code using these named subsystems can request the subsystem parameter values using a context name and receives the value belonging to the named instance.

Named subsystem parameters are set at the enterprise level only. Their parameter names usually start with DS so they do not conflict with the other parameters from the levels 2 to 6 in [Table 12 on page 65](#). Named Subsystem parameters have a higher priority than the default parameter settings that are hard-coded in their library. See ["Configuring Siebel Enterprise Server Named Subsystem Parameters" on page 74](#) for information on setting named subsystem parameters.

Named Subsystem parameters override parameters set at the Enterprise Server, Siebel Server, and server component levels. See ["About Siebel System Parameters" on page 64](#) for further details on setting system parameters.

Configuring the Siebel Enterprise Server

This topic lists the configuration tasks applicable to the Siebel Enterprise Server. For background information on the Siebel Enterprise Server and the overall system architecture, see [Chapter 2, "Siebel Enterprise Server Architecture."](#)

See the following topics for information on configuring the Siebel Enterprise Server:

- ["Unassigning Component Groups on Siebel Servers" on page 71](#)
- ["Assigning Component Groups on a Siebel Servers" on page 71](#)
- ["Enabling Component Groups on a Siebel Enterprise Server" on page 73](#)

- [“Disabling Component Groups on a Siebel Enterprise Server” on page 73](#)
- [“Configuring Siebel Enterprise Server Named Subsystem Parameters” on page 74](#)
- [“Creating Siebel Enterprise Server Named Subsystems” on page 75](#)
- [“Configuring Siebel Enterprise Server Parameters” on page 75](#)
- [“Configuring Siebel Enterprise Server Component Definition Parameters” on page 76](#)
- [“Process of Configuring Siebel Enterprise Server System Alerts” on page 76](#)
- [“Configuring Component Job Templates” on page 79](#)
- [“Synchronizing Components on a Siebel Enterprise Server” on page 80](#)
- [“Backing Up a Siebel Enterprise Server” on page 81](#)

About Assigned and Unassigned Component Groups

Component groups are assigned to Siebel Servers within a Siebel Enterprise Server. Both predefined and defined components groups are automatically assigned to each Siebel Server installed within an existing Siebel Enterprise Server. Component groups must be assigned to Siebel Servers before tasks can be started for the components belonging to the component group. Only make changes to the component group assignment if you want to unassign or reassign component groups to different Siebel Servers.

Unassigning a component group on a Siebel Enterprise Server results in:

- No allocation of space in the shared memory segment for component groups after startup.
- The removal of the component group entries from the Siebel Gateway Name Server data.
- A loss of any component group customization (for example, parameter overrides at the component level).

Changes to the component group assignment state take effect only when the Siebel Server System Service is restarted.

See the following topics for procedures on assigning and unassigning component groups on the Siebel Enterprise Server:

- [“Assigning Component Groups on a Siebel Servers” on page 71](#)
- [“Unassigning Component Groups on Siebel Servers” on page 71](#)

Generally, only unassign a component group if the component group is not planned for future deployment on a particular server. Alternatively, you can disable a component group temporarily. See [“Disabling Component Groups on a Siebel Enterprise Server” on page 73](#) for further details of this procedure and [“About Enabled and Disabled Component Groups” on page 72](#) for background information.

NOTE: Unassign or disable component groups not intended to operate on that Siebel Server to reduce unnecessary consumption of server resources. Also, do not initially enable any component groups that are not specifically intended for a Siebel Server.

Unassigning Component Groups on Siebel Servers

This topic describes unassigning component groups on Siebel Servers.

NOTE: Unassigning a component group from a Siebel Server results in a loss of component group customization, for example, parameter settings. Before unassigning a component group, review background information in ["About Assigned and Unassigned Component Groups"](#) on page 70.

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server."](#)

To unassign a component group on a Siebel Server

- 1** Shut down the Siebel Server that contains the component group you want to unassign.
For information on shutting down a Siebel Server, see ["Shutting Down a Siebel Server"](#) on page 98.
- 2** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 3** From the link bar, click Enterprises.
- 4** In the Component Groups list view, select the component group of interest.
- 5** In the Component Group Assignment view, select the Siebel Server of interest.
- 6** Click the Unassign button.
The Assigned? field for the selected component group on the selected Siebel Server no longer contains a check mark.
- 7** Restart the Siebel Server that previously contained the unassigned component group.
For information on starting a Siebel Server, see ["Starting Up a Siebel Server"](#) on page 97.
- 8** For the change to take effect, stop and restart the Siebel Server System Service.
For information on stopping and restarting the Siebel Server System Service, see [Chapter 5, "Administering Server System Services."](#)

Assigning Component Groups on a Siebel Servers

This topic describes assigning component groups on Siebel Servers. For background information on assigning component groups, see ["About Assigned and Unassigned Component Groups"](#) on page 70.

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server."](#)

To assign a component group on a Siebel Server

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Enterprises.

- 3 In the Component Groups list view, select the component group of interest.
- 4 In the Component Group Assignment view, select the Siebel Server of interest.
- 5 Click the Assign button.

The Assigned? field for the selected component group on the selected Siebel Server now contains a check mark.

- 6 For the change to take effect, stop and restart the Siebel Server System Service.

For information on stopping and restarting the Siebel Server System Service, see [Chapter 5, "Administering Server System Services."](#)

About Enabled and Disabled Component Groups

An enabled component group, at the enterprise level and server level, is one of the necessary conditions for execution of server component tasks belonging to that component group. For a checklist of other conditions, see ["Checking Your Enterprise and Siebel Server Configurations" on page 85](#). Component groups are enabled and disabled independently at the enterprise and server level.

To enable or disable a component group at the enterprise or server level, it must first be assigned to one or more Siebel Servers. For further information on assigned and unassigned component groups, see ["About Assigned and Unassigned Component Groups" on page 70](#).

When creating a new component group, first assign the component group to the appropriate Siebel Servers before enabling the component group at the enterprise and server levels.

- **Enabled.** The component group is enabled at the enterprise level. You can then configure the component group run state so tasks can be started for components within the component group.
- **Disabled.** The component group is disabled at the enterprise level. You cannot configure the component group run state, and tasks cannot be started for components within the component group.

Disabling a component group results in:

- Components that are unavailable on Siebel Servers, therefore, tasks cannot be started (existing tasks run to completion)
- No allocation of space in the shared memory segment for those components when the Siebel Server is restarted

Disable component groups on a particular server if the component group is not planned for immediate deployment but may be deployed in the future. If the component group is not planned for deployment, remove it from a Siebel Server by unassigning the component group, see ["About Assigned and Unassigned Component Groups" on page 70](#) for further information.

See the following topics for procedures on enabling and disabling component groups:

- ["Enabling Component Groups on a Siebel Enterprise Server" on page 73](#)
- ["Disabling Component Groups on a Siebel Enterprise Server" on page 73](#)
- ["Enabling Component Groups on a Siebel Server" on page 82](#)

- [“Disabling Component Groups on a Siebel Server” on page 82](#)

NOTE: To reduce unnecessary consumption of resources on a given Siebel Server, it is suggested to unassign or disable component groups that are not intended to operate on that Siebel Server. Also, any component groups that are not specifically intended for a Siebel Server should not be enabled initially on that Siebel Server.

Enabling Component Groups on a Siebel Enterprise Server

This topic describes enabling component groups on a Siebel Enterprise Server. For background information on enabling and disabling component groups, see [“About Enabled and Disabled Component Groups” on page 72](#).

For information on enabling component groups on an individual Siebel Server, see [“Enabling Component Groups on a Siebel Server” on page 82](#).

For information on other Siebel Enterprise Server configurations, see [“Configuring the Siebel Enterprise Server.”](#)

To enable a component group on a Siebel Enterprise Server

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2 From the link bar, click Enterprises.
- 3 In the Component Groups list view, select the disabled component group of interest.
- 4 Click the Enable button.

The Enable State field of the component group record changes to Enabled.

- 5 If the component group contains batch-mode components, synchronize Siebel Server components.

See [“Synchronizing Components on a Siebel Enterprise Server” on page 80](#) for information on this procedure.

- 6 For the change to take effect, stop and restart the Siebel Server System Service.

For information on stopping and restarting the Siebel Server System Service, see [Chapter 5, “Administering Server System Services.”](#)

Disabling Component Groups on a Siebel Enterprise Server

This topic describes disabling component groups on a Siebel Enterprise Server. For background information on enabling and disabling component groups, see [“About Enabled and Disabled Component Groups” on page 72](#).

For information on disabling component groups on an individual Siebel Server, see ["Disabling Component Groups on a Siebel Server" on page 82](#).

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server."](#)

To disable a component group on a Siebel Enterprise Server

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Enterprises.
- 3** In the Component Groups list view, select the enabled component group of interest.
- 4** Click the Disable button.

The Enable State field of the component group record changes to Disabled.

- 5** If the component group contains batch-mode components, synchronize Siebel Server components.

See ["Synchronizing Components on a Siebel Enterprise Server" on page 80](#) for information on this procedure.

- 6** For the change to take effect, stop and restart the Siebel Server System Service.

For information on stopping and restarting the Siebel Server System Service, see [Chapter 5, "Administering Server System Services."](#)

Configuring Siebel Enterprise Server Named Subsystem Parameters

This topic describes configuring Siebel Enterprise Server named subsystem parameters. For background information on named subsystem parameters, see ["About Named Subsystem Parameters" on page 69](#) and ["About Siebel System Parameters" on page 64](#).

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server."](#)

To configure Named Subsystem parameters on a Siebel Enterprise Server

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Enterprises.
- 3** Select the Profile Configuration view tab.
- 4** In the Profiles list, select the named subsystem of interest.
- 5** In the Profile Parameters list, select the parameter of interest and configure its value.

Creating Siebel Enterprise Server Named Subsystems

This topic describes creating Siebel Enterprise Server named subsystems. For background information on named subsystems and their parameters, see ["About Named Subsystem Parameters" on page 69](#) and ["About Siebel System Parameters" on page 64](#).

Named Subsystem parameters override parameters set at the Enterprise Server, Siebel Server, and server component levels. See ["About Siebel System Parameters" on page 64](#) for further details on setting server parameters.

You can create and configure Named Subsystems using both the Siebel Server Manager GUI and the command-line interface. To configure Named Subsystems using the Siebel Server Manager command-line interface, see ["Named Subsystem Management Commands" on page 132](#).

To create Named Subsystems

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Enterprises.
- 3** Select the Profile Configuration view tab.
- 4** In the Component Profiles list, click the menu button and then New Record.
 - a** In the Name field, type in the name of the Named Subsystem. Do not exceed 30 characters when defining the name of the Named Subsystem.
 - b** In the Named Subsystem Alias field, type in the alias of the Named Subsystem.
 - c** In the Subsystem Type field, click the select button and then select the Subsystem Type from the dialog box and click OK.
 The subsystem type that you select should have a checkmark in the Is Named Enabled field.
 - d** In the Description, type in a description of the Named Subsystem.
 - e** Click the menu button and then Save Record.
- 5** In the Enterprise Profile Configuration list, modify parameters as appropriate. See ["Configuring Siebel Enterprise Server Named Subsystem Parameters" on page 74](#) for a description of this task.
 Parameters are added to the Named Subsystem based on the subsystem type that you selected.

Configuring Siebel Enterprise Server Parameters

This topic describes configuring Siebel Enterprise Server parameters. For background information on Siebel Enterprise Server parameters, see ["About Siebel System Parameters" on page 64](#).

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server."](#)

To configure Siebel Enterprise Server parameters

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2 From the link bar, click Enterprises.
- 3 Select the Parameters view tab.
- 4 From the Parameters list, select the parameter of interest and configure its value.

Configuring Siebel Enterprise Server Component Definition Parameters

This topic describes the procedure to configure Siebel Enterprise Server component definition parameters. For background information on component definitions, see ["About Siebel Server Component Definitions" on page 87](#). For background information on system parameters, see ["About Siebel System Parameters" on page 64](#).

For information on other Siebel Enterprise Server configurations, see ["Configuring the Siebel Enterprise Server."](#)

To configure Siebel Enterprise Server component definition parameters

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2 Click the Component Definitions view tab.
- 3 In the Component Definitions list, select the Siebel Server component definition of interest. The component definition state field changes to Creating.
- 4 In the Component Parameters list, make any desired changes to the component parameters.
- 5 Synchronize the component if it is a batch-mode component.
See ["Synchronizing Components on a Siebel Enterprise Server" on page 80](#) for information on this task.
- 6 If parameter value is effective at server restart, restart the Siebel Server for changes to take effect.

The values of fixed parameters can be changed during component reconfiguration. See ["Reconfiguring Siebel Server Component Definitions" on page 91](#) for further information. Fixed parameters cannot be changed after the component has been activated or enabled.

Process of Configuring Siebel Enterprise Server System Alerts

This topic describes the tasks to configure Siebel Enterprise Server system alerts. For background information on System alerts, see ["About System Alert Notification" on page 77](#).

For information on other Siebel Enterprise Server configurations, see [“Configuring the Siebel Enterprise Server.”](#)

Perform the following tasks to configure Siebel Enterprise Server system alerts:

- 1 Create a system alert profile. See [“Creating a System Alert Profile” on page 77](#) for a description of this procedure. The default profile is Administrator Email Alerts.
- 2 Configure system alert parameters for the Siebel Server or server component. See [“Configuring Server Components to use System Alerts” on page 78](#) for a description of this procedure.

About System Alert Notification

System alert notification is a feature that allows a running server component to alert the administrator—using preconfigured communication channels—to any problems that cannot be handled by the server component.

The system alert notification process starts with a server component, configured for component notification, that encounters a problem. This component sends a request to the Siebel Administrator Notification component (alias AdminNotify) with details on the encountered problem and with an appropriate message to send to the administrator. The AdminNotify component then alerts the administrator using the preconfigured communication channels, for example, email.

AdminNotify is a batch-mode, multithreaded server component and is part of the System Management (alias System) component group.

To configure Siebel Server components for notification using the Server Manager GUI, see [“Process of Configuring Siebel Enterprise Server System Alerts” on page 76](#).

To configure Siebel Server components for notification using the Server Manager command-line interface, see [“System Alert Notification Commands” on page 133](#).

Creating a System Alert Profile

This topic describes the procedure for creating a system alert profile. This task is a step in the [“Process of Configuring Siebel Enterprise Server System Alerts” on page 76](#).

For background information on system alert notification, see [“About System Alert Notification” on page 77](#).

To create a system alert profile

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2 From the link bar, click Enterprises.
- 3 Click the System Alerts view tab.
- 4 From the System Alerts view, click New to create a system alert profile record.
- 5 Enter values for system alert profile Name, Alias, and Description.

- 6** Select the system alert notification medium by clicking on the Media column drop-down list.
- 7** Click the menu button and then Save Record.
- 8** In the Alert Parameters list, enter values to define the communication parameters. For example, define the email addresses and email server if the notification medium is by email notification.

Configuring Server Components to use System Alerts

This topic describes the procedure for configuring server components to use system alerts by setting applicable server component parameters. This task is a step in the ["Process of Configuring Siebel Enterprise Server System Alerts"](#) on page 76.

For background information on system alert notification, see ["About System Alert Notification"](#) on page 77. For background information on parameter administration, see ["About Siebel System Parameters"](#) on page 64.

To configure components to use system alerts

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Servers.
- 3** In the Components list, select the server component of interest.

- 4 In the Component Parameters list, query for and set the parameters described in the following table.

| Parameter Name | Parameter Alias | Description |
|-------------------------------------|---------------------|--|
| Notification Handler | NotifyHandler | Name of the System Alert profile; that is, the notification medium and settings for the component alerts. ■ Set this value to the alias name of the system alert profile you defined previously. See “Creating a System Alert Profile” on page 77 for information on this task. |
| Disable Notification (boolean) | DisableNotification | Boolean value that enables and disables server component notification. The default value is FALSE. |
| Time to Wait for doing Notification | NotifyTimeOut | Wait time in milliseconds before sending the alert notification. The default value is 100 milliseconds. |
| Notification Action on Task Exit | NotifyOnTaskExit | An integer value that determines if notifications are sent in case of error. A value of 0 disables error notifications; a value of 1 enables error notifications. The default value is 0. ■ Set this parameter to 1 to configure system alerts. |

NOTE: You can also configure system alert parameters at the Enterprise Server and Siebel Server levels. See [“Configuring Siebel Server Parameters” on page 84](#) or [“Configuring Siebel Enterprise Server Parameters” on page 75](#) for these procedures. See [“About Siebel System Parameters” on page 64](#) for background information on parameter administration.

Configuring Component Job Templates

This topic describes configuring a component job template, which can be used on Siebel Servers across an enterprise. A component job template is a predefined component job that uses parameter values you have defined. You should use component job templates instead of individual component jobs if you are planning to regularly run component jobs with the same parameter values. For further information on component jobs, see [“Administering Component Jobs” on page 103](#).

For information on other Siebel Enterprise Server configurations, see [“Configuring the Siebel Enterprise Server.”](#)

To define a component job template

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2 From the link bar, click Job Templates.

- 3 In the Job Templates list, click the New button.
- 4 In the Name field, type in a descriptive name for the component job, such as Monthly EIM.
- 5 In the Short Name field, type in an alias for the component job, such as MonthEIM.
- 6 In the Component field, select the component that will be used for this component job, such as Enterprise Integration Manager.
NOTE: After a component job is created, do not change the value of the Component field. To change the component for an existing component job, create a new component job instead of modifying the existing one.
- 7 In the Description field, type in a description of the component job.
- 8 In the lower list, click the New button.
- 9 In the Name field, select the parameter you would like to define for this component job.
 - a In the Name field, click the select button.
The Component Parameters dialog box appears. The parameters that appear in the Component Parameters dialog box vary depending on the component you selected in [Step 6](#).
 - b In the Component Parameters dialog box, click Query.
 - c In the Name field, type in the name of the parameter and click Go.
 - d Click OK.
- 10 In the Value field, type in the value for the parameter.
The default value is automatically displayed in this field.
- 11 Check the appropriate flags for this parameter. To set the parameter type, use the following flags:
 - For fixed parameter, check the Fixed Flag field.
 - For required parameter, check the Required Flag field.
- 12 Click the menu button and then click Save Record.
- 13 Continue to choose parameters by completing [Step 8](#) through [Step 12](#) until you have defined the parameters for the component job.

Synchronizing Components on a Siebel Enterprise Server

This topic describes synchronizing components on a Siebel Enterprise Server. You need to synchronize batch-mode Siebel Server components between the Siebel Gateway Name Server and the database whenever you:

- Create new component definitions
- Modify existing batch-mode component definitions
- Delete Siebel Server components
- Enable Siebel Server components

- Disable Siebel Server components

NOTE: If synchronization does not take place, make sure the LOV (List of Value) type SRM_ACTION_TYPE is set to active. See *Applications Administration Guide* for details on working with LOVs.

For information on other Siebel Enterprise Server configurations, see [“Configuring the Siebel Enterprise Server.”](#)

To synchronize components on a Siebel Enterprise Server

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Enterprises.
- 3** Click the Synchronize view tab.
A list of batch-mode server components appear.
- 4** Click the Synchronize button.
This operation may take up to a minute to execute.
- 5** For the changes to take effect, stop and restart the Siebel Server System Service.
For information on this procedure, see [“Administering the Siebel Server System Service” on page 55.](#)

Backing Up a Siebel Enterprise Server

This topic describes the procedure for backing up the Siebel Enterprise Server, which creates a copy of the Siebel Gateway Name Server siebns.dat file. For background information on the siebns.dat file and backing up the Siebel Gateway Name Server, see [“Backing Up the Siebel Gateway Name Server Data” on page 24.](#)

For information on other Siebel Enterprise Server configurations, see [“Configuring the Siebel Enterprise Server.”](#)

To back up a Siebel Enterprise Server

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Enterprises.
- 3** In the Enterprise Servers list, click the Backup Enterprise button.
When complete, the browser status bar displays the message Backup Enterprise Server is completed successfully.

For information on restoring a previous Siebel Enterprise Server configuration with the backup siebns.dat file, see [“Backing Up the Siebel Gateway Name Server Data” on page 24.](#)

Configuring the Siebel Server

This topic lists the configuration tasks and processes applicable to the Siebel Server. For background information on the Siebel Server and the overall system architecture, see [Chapter 2, "Siebel Enterprise Server Architecture."](#)

See the following topics for information on configuring the Siebel Server:

- ["Enabling Component Groups on a Siebel Server" on page 82](#)
- ["Disabling Component Groups on a Siebel Server" on page 82](#)
- ["Enabling Components on a Siebel Server" on page 84](#)
- ["Disabling Components on a Siebel Server" on page 84](#)
- ["Configuring Siebel Server Parameters" on page 84](#)
- ["Configuring Siebel Server Component parameters" on page 85](#)

Enabling Component Groups on a Siebel Server

This topic describes enabling Siebel Server component groups on an individual Siebel Server. For background information on enabling and disabling server component groups, see ["About Enabled and Disabled Component Groups" on page 72.](#)

For information on enabling component groups across the Siebel Enterprise, see ["Enabling Component Groups on a Siebel Enterprise Server" on page 73.](#)

For information on other Siebel Server configurations, see ["Configuring the Siebel Server" on page 82.](#)

To enable a component group on a Siebel Server

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Enterprises.
- 3** In the Component Groups list, select the Siebel Server component group of interest.
- 4** In the Component Groups Assignment list, select the Siebel Server of interest.
- 5** Click the Enable button.

The Enabled on Server? field of the Siebel Server record becomes checked.

Disabling Component Groups on a Siebel Server

This topic describes disabling Siebel Server component groups on an individual Siebel Server. For background information on enabling and disabling server component groups, see ["About Enabled and Disabled Component Groups" on page 72.](#)

For information on disabling component groups across the Siebel Enterprise, see [“Disabling Component Groups on a Siebel Enterprise Server” on page 73](#).

For information on other Siebel Server configurations, see [“Configuring the Siebel Server” on page 82](#).

To disable a component group on a Siebel Server

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Enterprises.
- 3** In the Component Groups list, select the Siebel Server component of interest.
- 4** In the Component Groups Assignment list, select the Siebel Server of interest.
- 5** Click the Disable button.

The Enabled on Server? field of the Siebel Server record becomes clear.

About Enabling and Disabling Siebel Server Components

When a component is enabled inside a component group, it is automatically assigned to all Siebel Servers configured to use its component group.

The state of assigned server components appear in the Status field of the server component record. Server components have one of two possible enable states:

- **Enabled.** The server component is enabled within its component group. You can then set the server component online so tasks can be started for this component.
- **Disabled.** The server component is disabled within its component group. You cannot set the server component online, and tasks cannot be started for this server component.

Disabling a server component results in:

- No new tasks for the server component (but allows existing tasks to run).
- No allocation of space in the shared memory segment for the server component when the Siebel Server is restarted.

You can only disable server components at the Siebel Server level.

Disable server components within a component group on a particular server if the server component is not planned for immediate deployment but may be deployed in the future.

See the following topics for procedures on enabling and disabling server components on the Siebel Server:

- [“Enabling Component Groups on a Siebel Server” on page 82](#)
- [“Disabling Components on a Siebel Server” on page 84](#)

NOTE: Disable server components that are not intended to operate on that Siebel Server to reduce unnecessary consumption of server resources.

Enabling Components on a Siebel Server

This topic describes enabling Siebel Server components on a Siebel Server. For background information on enabling and disabling server components, see ["About Enabling and Disabling Siebel Server Components" on page 83](#).

For information on other Siebel Server configurations, see ["Configuring the Siebel Server."](#)

To enable a component on a Siebel Server

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Servers.
- 3** In the Siebel Servers list, select the Siebel Server of interest.
- 4** In the Components list, select the server component you want to enable.
- 5** Click the Enable button.

The Enable State field of the component record changes to Enabled.

Disabling Components on a Siebel Server

This topic describes enabling Siebel Server components on a Siebel Server. For background information on enabling and disabling server components, see ["About Enabling and Disabling Siebel Server Components" on page 83](#).

For information on other Siebel Server configurations, see ["Configuring the Siebel Server."](#)

To disable a component on a Siebel Server

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Servers.
- 3** In the Siebel Servers list, select the Siebel Server of interest.
- 4** In the Components list, select the server component you want to disable.
- 5** Click the Disable button.

The Enable State field of the component record changes to Disabled.

Configuring Siebel Server Parameters

This topic describes configuring Siebel Server parameters. For background information on Siebel Server parameters, see ["About Siebel Server Parameters" on page 67](#) and ["About Siebel System Parameters" on page 64](#).

For information on other Siebel Server configurations, see ["Configuring the Siebel Server."](#)

To configure Siebel Server parameters

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Servers.
- 3** In the Siebel Servers list, select the Siebel Server of interest.
- 4** Select the Parameters view tab.
- 5** From the Parameters list, select the parameter of interest and configure its value.

Configuring Siebel Server Component parameters

This topic describes configuring Siebel Server component parameters. For background information on Siebel Server component parameters, see ["About Siebel Component Parameters"](#) on page 68 and ["About Siebel System Parameters"](#) on page 64.

For information on other Siebel Server configurations, see ["Configuring the Siebel Server."](#)

To configure Siebel Server component parameters

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** From the link bar, click Servers.
- 3** In the Siebel Servers list, select the Siebel Server of interest.
- 4** Click the Components view tab.
- 5** In the Components list, select the Siebel Server component of interest.
- 6** Select the Parameters view tab below the Components list.
- 7** From the Parameters list, select the parameter of interest and configure its value.

Checking Your Enterprise and Siebel Server Configurations

One of the main objectives of your enterprise and Siebel Server configurations is to make sure server components are properly configured and ready to execute tasks. Check the following bullet list to make sure you meet the necessary configuration conditions for this objective:

- The component group that contains the server component member is enabled at the enterprise level. For information on this procedure, see ["Enabling Component Groups on a Siebel Enterprise Server"](#) on page 73.

- The component group that contains the server component is enabled at the Siebel Server level. For information on this procedure, see ["Enabling Component Groups on a Siebel Server" on page 82](#).
- The component definition is enabled. The component definition defines the configured component for the enterprise and all its Siebel Servers. For information on this procedure, see ["Enabling a Siebel Server Component Definition" on page 90](#).
- The server component is enabled at the Siebel Server level. For information on this procedure, see ["Enabling Components on a Siebel Server" on page 84](#).

If the previously listed conditions are true, the Siebel Server allocates resources (space in shared memory and a public port) for the server component to use when the Siebel Server starts.

Additionally, check the following run-time conditions:

- The component group that contains the server component must be online at the server level. For information on this procedure, see ["Setting Siebel Server Component Groups Online" on page 99](#).
- The server component must be online at the server level. For information on this procedure, see ["Setting Siebel Server Components Online" on page 101](#).

If the previously listed conditions are true, the Siebel Server marks the server component ready (available) for starting new tasks and performs any additional steps necessary, for example, the starting of shells if the server component is multithreaded. The number of multithreaded shells started is governed by the parameter Min MT Servers (alias MinMTServers). If the server component is a background mode component, it starts the background number of tasks governed by the parameter Default Tasks (alias DfltTasks).

Process for Creating a Custom Siebel Server Component

This topic describes the process to create a custom Siebel Server component.

Perform the following tasks to create a custom Siebel Server component:

- 1** Create a new component group. See ["Creating a Custom Siebel Server Component Group" on page 87](#) for information on this task. This task is optional if you plan to add the new custom Siebel Server component to an existing component group.
- 2** Create a new component definition. See ["Creating a Custom Siebel Server Component Definition" on page 88](#) for information on this task.
- 3** Enable the new component definition. See ["Enabling a Siebel Server Component Definition" on page 90](#) for information on this task.
- 4** Synchronize components if the new custom Siebel Server component is a batch-mode component. See ["Synchronizing Components on a Siebel Enterprise Server" on page 80](#) for information on this task.
- 5** Stop and restart the Siebel Server System Service. See ["Administering the Siebel Server System Service" on page 55](#) for information on this task.

About Siebel Server Component Definitions

If you want to use customized components, you can create defined components or customize existing components. After it is defined, a component may have one of three definition states: Creating, Active, or Inactive.

- **Creating.** Indicates that the defined component is being configured. After the definition is configured, enabling the component definition fixes its configuration, changes the component's state to Active, and allows the component to be assigned to Siebel Servers. The fixed parameters for the defined component cannot be overridden when the component is assigned, or when tasks are started for the component.
- **Active.** Indicates that the defined component definition state is available for registration on Siebel Servers.
- **Inactive.** Indicates that the defined component will be inactivated when you restart the Siebel Server (or servers) to which the component is assigned. The component remains assigned to the Siebel Servers, but tasks cannot be started for the component until you revert the component definition state to Active and restart the Siebel Servers.

Parameter values in a component definition are used to initialize the component on a specific Siebel Server. Changes to parameter values in component definitions only apply to the specified Siebel Server after it has been restarted.

NOTE: If component definitions are created, modified, or deleted for batch-mode components, it is necessary to synchronize the components with the Siebel Name Server. For more information, see ["Synchronizing Components on a Siebel Enterprise Server" on page 80](#).

See the following topics for component definition administrative procedures:

- ["Configuring Siebel Enterprise Server Component Definition Parameters" on page 76](#)
- ["Creating a Custom Siebel Server Component Definition" on page 88](#)
- ["Deleting a Siebel Server Component Definition" on page 89](#)
- ["Enabling a Siebel Server Component Definition" on page 90](#)
- ["Disabling a Siebel Server Component Definition" on page 90](#)

Creating a Custom Siebel Server Component Group

If you want to create your own defined components and assign them to component groups other than the predefined ones, then you first need to create component groups before creating the defined components. Component groups allow you to run related tasks and administer related components in logical groupings.

This topic is an optional task in the ["Process for Creating a Custom Siebel Server Component" on page 86](#).

To create a custom component group

1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.

2 From the link bar, click Enterprises.

3 Click the Component Groups view tab.

4 In the Component Groups list, click the menu button and then New Record.

5 In the Component Group field, type in a name for the component group.

The name must be unique across the Siebel Enterprise Server and should expressively identify the component group.

6 In the Component Group Alias field, type in an alias for the component group.

The component group alias must:

- Be unique across the Siebel Enterprise Server
- Not contain any blanks
- Contain no more than 30 characters

7 In the Description field, enter a description of the component group.

8 Click the menu button and then Save Record.

Creating a Custom Siebel Server Component Definition

This topic describes the procedure for creating a custom Siebel Server component definition. Each custom server component definition is based on a preexisting Siebel Server component type. For further information on component definitions, see ["About Siebel Server Component Definitions" on page 87](#).

This topic is a task in the ["Process for Creating a Custom Siebel Server Component" on page 86](#).

To create a custom Siebel Server component definition

1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.

2 From the link bar, click Enterprises.

3 Click the Component Definitions view tab.

4 In the Component Definitions list, click the menu button and then New Record.

5 In the Name field, type in a name for the component.

The component name must:

- Be unique across Siebel Enterprise Servers
- Expressively identify the defined component

- Not contain any numbers
- 6 In the Alias field, type in an alias for the component.
The component alias must:
 - Be unique across Siebel Enterprise Servers
 - Not contain any blanks
 - Contain no more than 30 characters
 - 7 In the Component Type field, click the select button and choose the component type that you want to use as the template for this component.
 - 8 In the Description field, type in a description of this component.
 - 9 In the Component Group field, click the select button and choose the component group to which this component will belong.
The group must exist before you can select it. To create a custom component group, see ["Creating a Custom Siebel Server Component Group" on page 87](#).
- NOTE:** This selection cannot be modified after the record is saved.
- 10 Click the menu button and then Save Record.
The component definition state field changes to Creating.
 - 11 In the Component Parameters list, make any desired changes to the component parameters that were created.

The values of fixed parameters can be changed during component reconfiguration. See ["Reconfiguring Siebel Server Component Definitions" on page 91](#) for further information. Fixed parameters cannot be changed after the component has been activated or enabled.

Deleting a Siebel Server Component Definition

This topic describes the procedure for deleting a Siebel Server component definition. For further information on component definitions, see ["About Siebel Server Component Definitions" on page 87](#).

To delete a Siebel Server component definition

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2 Click the Component Definitions view tab.
- 3 In the Component Definitions list, select the component definition of interest.
- 4 Click the Delete button.

Enabling a Siebel Server Component Definition

This topic describes the procedure for enabling a custom Siebel Server component definition. For further information on component definitions, see ["About Siebel Server Component Definitions"](#) on page 87.

This topic is a task in the ["Process for Creating a Custom Siebel Server Component"](#) on page 86.

To enable a Siebel Server component definition

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** Click the Component Definitions view tab.
- 3** In the Component Definitions list, select the component definition of interest.
- 4** Click the Enable button.
The component definition state field changes to Active.
- 5** If the component definition is based on a batch-mode component, synchronize the component. For information on this procedure, see ["Synchronizing Components on a Siebel Enterprise Server"](#) on page 80.
- 6** For the change to take effect, stop and restart the Siebel Server System Service.
For information on this procedure, see ["Administering the Siebel Server System Service"](#) on page 55.

Disabling a Siebel Server Component Definition

This topic describes the procedure for disabling a custom Siebel Server component definition. For further information on component definitions, see ["About Siebel Server Component Definitions"](#) on page 87.

To disable a Siebel Server component definition

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2** Click the Component Definitions view tab.
- 3** In the Component Definitions list, select the component definition of interest.
- 4** Click the Disable button.
The component definition state field changes to Inactive.
- 5** For the change to take effect, stop and restart the Siebel Server System Service.
For information on this procedure, see ["Administering the Siebel Server System Service"](#) on page 55.

Advanced Configuration Tasks

This topic lists advanced configuration tasks and processes applicable to the Siebel Enterprise Server and Siebel Server. For background information on the Siebel Server and the overall system architecture, see [Chapter 2, "Siebel Enterprise Server Architecture."](#)

For common configuration tasks for the Siebel Enterprise Server and Siebel Server, see:

- ["Configuring the Siebel Enterprise Server" on page 69](#)
- ["Configuring the Siebel Server" on page 82](#)

See the following topics for information on advanced Siebel Enterprise Server and Siebel Server configurations:

- ["Configuring Automatic Restart for Server Components" on page 92](#)
- ["Configuring Automatic Restart for Server Components" on page 92](#)
- ["Configuring Database Reconnect for Server Components" on page 93](#)
- ["Configuring Memory-Based Server Component Recycling" on page 94](#)
- ["Deleting System Parameter Overrides" on page 94](#)

Reconfiguring Siebel Server Component Definitions

Component reconfiguration is a process that allows existing component tasks to continue running until they finish, while starting new processes with reconfigured component parameter values. Each component can be reconfigured, but this is primarily done for multithreaded Siebel Server components.

Component reconfiguration is particularly useful for scenarios such as site migration. In this scenario, component reconfiguration allows you to maintain the existing component configuration, which remains available until the migration is complete and a new component configuration becomes available.

When a component reconfiguration is committed, this action sends a signal to every Siebel Server in the Siebel Enterprise Server signifying that a new component definition is available, and not to start any new tasks for that component. Existing tasks, however, continue to run until completion. The connected Siebel Servers then launch a number of new processes for the component using the new parameter values read from the Siebel Name Server. The number of new processes is governed by the parameter Min MT Servers (alias MinMTServers). Because old and new processes for the component are both running, there may be a significant increase in the number of multithreaded processes running on the Siebel Server machines.

NOTE: Previous component tasks not affected by the component reconfiguration can continue to run for a very long time; therefore, the multithreaded process hosting the task continues to run and occupy task slots in shared memory.

Run component definition reconfiguration at times when the server component workload is low; that is, when the component's existing tasks or sessions are few in number. This scenario allows existing tasks or sessions to end while the new tasks, in addition to the previous tasks, do not exhaust system resources.

NOTE: Parameters set at the individual component level are not affected by component definition reconfiguration unless the parameter override is deleted on that parameter.

For information on running the server component definition reconfiguration procedure from the command-line interface, see ["Reconfiguring Component Definition Commands" on page 128](#).

Before reconfiguring Siebel Server components, make sure that:

- All Siebel Servers running the server component designated for reconfiguration are running; this check makes sure server components receive the reconfigured parameter values.
- Any external resources accessed by current tasks running on the existing component configuration remain available.
- Any external resources defined in the new component configuration are available.

Examples of external resources include the SRF and configuration files that are defined in the component configuration.

To reconfigure Siebel Server components

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2 Click the Component Definitions view tab.
- 3 In the Component Definitions list, select the component definition you want to reconfigure.
- 4 Click the menu button and then click Start Reconfiguration.

The Definition State field changes to Reconfiguring.

- 5 In the lower Component Definitions list, change the Value field of parameters that you want to reconfigure for the component.

You can also change the values of fixed parameters, but you cannot change whether parameters are fixed.

- 6 After parameter values have been reconfigured, commit the new configuration by clicking the menu button and then clicking Commit Reconfiguration.

The new parameter values will be merged at the enterprise level. To cancel the reconfiguration before it has been committed, click the menu button and then Cancel Reconfiguration.

Configuring Automatic Restart for Server Components

Automatic restart is a feature that allows Siebel Server components to automatically attempt a restart if it exits with error. For a user-defined number of times after the error, the Siebel Server tries to restart the component. This feature greatly reduces the administration of Siebel Server components. By default, this feature is disabled for all components.

You can configure automatic restart using the following parameters:

- Auto Restart (alias AutoRestart)
- Minimum Up Time (alias MinUpTime)
- Number of Restarts (alias NumRestart)

The Minimum Up Time and Number of Restarts parameters combine to determine the number of restart attempts in a time interval allowed for a component ($\text{NumRestart} * \text{MinUpTime}$). If a component instance cannot be restarted after this time interval, no new restart will be attempted (therefore, the component instance will not be running). For descriptions of these parameters, see ["Parameters" on page 175](#).

Typically, you should set these parameters at the component level, but depending on your system configuration, you may want to set these parameters at the Siebel Enterprise Server or Siebel Server levels. For information on configuring parameters, see ["About Siebel System Parameters" on page 64](#).

Configuring Database Reconnect for Server Components

Database reconnect is an optional feature that enables Siebel Server components to automatically attempt a database connection following a database or network failure. At regular intervals after the failure, Siebel Server components try to reconnect to the database and resume any tasks that were rolled back due to the failure. This feature greatly reduces the administration of Siebel Server components.

Without database reconnect, a database or network failure would cause the Siebel Server component to shut down and all running tasks to crash. You would then need to manually restart all components that were shut down and rerun all tasks that crashed.

Database reconnect is enabled for all background mode and batch mode Siebel Server components, except for the Enterprise Integration Manager and Database Extract Siebel Server components. This feature is disabled for all interactive mode Siebel Server components (such as Synchronization Manager and all Application Object Manager components).

You can configure database reconnect using the following parameters:

- Number of Retries (alias NumRetries)
- Retry Interval (alias RetryInterval)
- Retry Up Time (alias RetryUpTime)

For descriptions of these parameters, see ["Parameters" on page 175](#). You should set these parameters at the same level as the automatic restart parameters (typically, at the component level). For information on automatic restart, see ["Configuring Automatic Restart for Server Components" on page 92](#). For information on parameters, see ["About Siebel System Parameters" on page 64](#).

Configuring Memory-Based Server Component Recycling

If certain multithreaded server components within your Siebel application are experiencing excessive memory consumption, parameters are available that configure a component process to restart automatically. This feature, called component recycling, allows continued operation of server components without affecting end users.

The memory-based component recycling feature operates as follows:

- Identifies a process for recycling by monitoring virtual memory usage
- Flags the process not to accept any new requests
- Starts another process to take the place of the original process
- Waits for all current tasks to complete
- Shuts down the process, which releases memory resources back to the operating system

To configure memory-based recycling of server components, set the parameters Memory-Based Multithread Component Recycling (alias MemoryBasedRecycle) and Process Memory Usage Limit (alias MemoryLimit) at the component level for the affected multithreaded server component. The parameter MemoryBasedRecycle allows the recycling feature to monitor the virtual memory usage of a process and begins the recycling procedure when a certain memory limit is reached. The parameter MemoryLimit sets the memory limit at which recycling occurs.

NOTE: Set the parameters for memory-based server component recycling at the component level.

See [“Parameters” on page 175](#) and [“Generic Parameters” on page 182](#) for further details on setting the component recycling parameters.

See [Table 23 on page 162](#) for a listing of all preconfigured server components. This table indicates whether the server component is multithreaded and, therefore, eligible to use the memory-based recycling feature.

Deleting System Parameter Overrides

By default, lower-level system parameters inherit values from the same higher-level system parameters. However, modifying a lower-level parameter value also sets an override at this level; that is, the lower-level parameter loses the ability to inherit values from higher-level parameters. To reinstate this default functionality, configure the delete parameter override feature on affected parameters.

For further information on system parameters and system parameter hierarchy, see [“About Siebel Server Parameters” on page 67](#).

You can configure the delete parameter override feature from:

- Siebel Enterprise Server parameters. See [“To delete parameter override for Siebel Enterprise Server parameters” on page 95](#) for details.
- Siebel Server parameters. See [“To delete parameter override for Siebel Server parameters” on page 95](#) for details.

- Siebel component definition parameter. See ["To delete parameter override for component definition parameters" on page 95](#) for details.
- Siebel Server component parameters. See ["To delete parameter override for Siebel Server component parameters" on page 95](#) for details.

To delete parameter override for Siebel Enterprise Server parameters

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2 From the link bar, click Enterprises.
- 3 Click the Parameters view tab.
- 4 In the Enterprise Parameters list, select the parameter of interest.
- 5 Click the menu button, then Delete Parameter Override.

To delete parameter override for Siebel Server parameters

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2 From the link bar, click Servers.
- 3 Click the Parameters view tab.
- 4 In the Server Parameters list, select the parameter of interest.
- 5 Click the menu button, then Delete Parameter Override.

To delete parameter override for component definition parameters

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2 From the link bar, click Enterprises.
- 3 Click the Component Definitions view tab.
- 4 In the Component Parameters list, select the parameter of interest.
- 5 Click the menu button, then Delete Parameter Override.

To delete parameter override for Siebel Server component parameters

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2 From the link bar, click Servers.
- 3 Click the Components view tab and select the component of interest.
- 4 Click the Parameters view tab below the Components view tab.

- 5 In the Component Parameters list, select the parameter of interest.
- 6 Click the menu button, then Delete Parameter Override.

7

Administering Siebel Server Run-Time Operations

This chapter covers Siebel Server run-time administration tasks and processes performed using the Siebel Server Manager GUI. It includes the following topics:

- “Administering Siebel Servers” on page 97
- “Administering Siebel Server Component Groups” on page 98
- “Administering Siebel Server Components” on page 100
- “Administering Component Jobs” on page 103
- “Administering Siebel Server Tasks” on page 109

Administering Siebel Servers

This topic lists the administration tasks applicable to Siebel Servers. For background information on the Siebel Servers and the overall system architecture, see [Chapter 2, “Siebel Enterprise Server Architecture.”](#)

See the following topics for information on administering Siebel Servers:

- “Starting Up a Siebel Server” on page 97
- “Shutting Down a Siebel Server” on page 98

Starting Up a Siebel Server

This topic describes the procedure for starting up a Siebel Server. For background information on Siebel Server states, see *System Monitoring and Diagnostics Guide for Siebel eBusiness Applications*. For information on other Siebel Server management tasks, see “Administering Siebel Servers” on page 97.

NOTE: In order to start the Siebel Server, the Siebel Server System Service must be running. For more information, see “Administering the Siebel Server System Service” on page 55.

If the Auto Startup Mode (alias AutoStart) Siebel Server parameter is set to the default value of TRUE, the Siebel Server starts automatically when the Siebel Server System Service is started.

NOTE: Starting a Siebel Server starts the default number of tasks (as defined in the Default Tasks [alias DfltTasks] parameter) for each background-mode component.

To start up a Siebel Server

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Management.

- 2 From the link bar, click Enterprises.
- 3 In the Servers list, select the Siebel Server of interest.
- 4 Click the Startup button.

The State field changes to Starting Up.

Shutting Down a Siebel Server

This topic describes the procedure for shutting down a Siebel Server. For background information on Siebel Server states, see *System Monitoring and Diagnostics Guide for Siebel eBusiness Applications*. For information on other Siebel Server management tasks, see [“Administering Siebel Servers” on page 97](#).

CAUTION: If you are shutting down the Siebel Server that is hosting your current session using the Siebel Web Client, you will lose connection to the Siebel Server and will not be able to restart the Siebel Server using the Siebel Web Client. In such a case, you will need to restart the Siebel Server using the Siebel Dedicated Web Client or the Server Manager command-line interface. You can shut down and restart Siebel Servers that are not hosting your session using the Siebel Web Client without losing your connection.

To shut down a Siebel Server

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Management.
- 2 From the link bar, click Enterprises.
- 3 In the Servers list, select the Siebel Server of interest.
- 4 Click the Shutdown button.

The State field changes to Shutting Down.

NOTE: Shutting down the Siebel Server does not automatically shut down the Siebel Server System Service. In some cases, you may need to shut down not only the Siebel Server, but also the Siebel Server System Service. To shut down the Siebel Server System Service, see [“Administering the Siebel Server System Service” on page 55](#).

Administering Siebel Server Component Groups

This topic lists the administration tasks applicable to Siebel Server component groups. For background information on the Siebel Server component groups and the overall system architecture, see [Chapter 2, “Siebel Enterprise Server Architecture.”](#)

See the following topics for information on administering Siebel Server component groups:

- [“About Online and Offline Server Component Groups” on page 99](#)

- ["Setting Siebel Server Component Groups Online" on page 99](#)
- ["Setting Siebel Server Component Groups Offline" on page 99](#)

About Online and Offline Server Component Groups

Setting a component group online or offline sets all the server components within the component group online or offline. For further information about the online and offline server component states, see ["About Online and Offline Server Components" on page 101](#).

To set server component groups online, see ["Setting Siebel Server Component Groups Online" on page 99](#). To set server component groups offline, see ["Setting Siebel Server Component Groups Offline" on page 99](#).

Setting Siebel Server Component Groups Online

This topic describes setting component groups online for a Siebel Server. For background information on online server component groups, see ["About Online and Offline Server Component Groups" on page 99](#).

For information on other Siebel Server component group administrative tasks, see ["Administering Siebel Server Component Groups."](#)

To set Siebel Server component groups online

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Management.
- 2** From the link bar, click Servers.
- 3** In the Servers list, select the Siebel Server of interest.
- 4** In the Component Group list, select the component group of interest.
- 5** Click the Online button.

The State field of the component group record changes to Online.

Setting Siebel Server Component Groups Offline

This topic describes setting component groups offline for a Siebel Server. For background information on offline server component groups, see ["About Online and Offline Server Component Groups" on page 99](#).

For information on other Siebel Server component group administrative tasks, see ["Administering Siebel Server Component Groups."](#)

To set Siebel Server component groups offline

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Management.
- 2** From the link bar, click Servers.
- 3** In the Servers list, select the Siebel Server of interest.
- 4** In the Component Group list, select the component group of interest.
- 5** Click the Offline button.

The State field of the component group record changes to Offline.

Administering Siebel Server Components

This topic lists the administration tasks applicable to Siebel Server components. For background information on the Siebel Server components and the overall system architecture, see [Chapter 2, "Siebel Enterprise Server Architecture."](#)

See the following topics for information on administering Siebel Server components:

- ["Starting Up Siebel Server Components" on page 100](#)
- ["Shutting Down Siebel Server Components" on page 101](#)
- ["About Online and Offline Server Components" on page 101](#)
- ["Setting Siebel Server Components Online" on page 101](#)
- ["Setting Siebel Server Components Offline" on page 102](#)

Starting Up Siebel Server Components

This topic describes starting up a server component on a Siebel Server.

For information on other server component administrative tasks, see ["Administering Siebel Server Components."](#)

To start up a Siebel Server component

- 1** From the application-level menu, choose Navigation > Site Map > Administration - Server Management.
- 2** From the link bar, click Components.
- 3** In the Components list, select the server component of interest.
NOTE: Make sure you select the server component on the Siebel Server of interest.
- 4** Click the Startup button.

Shutting Down Siebel Server Components

This topic describes shutting down a server component on a Siebel Server.

For information on other server component administrative tasks, see ["Administering Siebel Server Components."](#)

To shut down a Siebel Server component

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Management.
- 2 From the link bar, click Components.
- 3 In the Components list, select the server component of interest.
NOTE: Make sure you select the server component on the Siebel Server of interest.
- 4 Click the Shutdown button.

About Online and Offline Server Components

Setting server components online or offline is a run-time administrative task for a server component on a running Siebel Server.

Setting an online component to offline does the following:

- Allows existing component tasks to run to completion (running tasks are not killed).
- Stops any new tasks from starting.
- If the Siebel Server is stopped and restarted, space is allocated for the server component in shared memory but no tasks are started for the component.

Setting an offline component to online does the following:

- Allows tasks for the component to run.

To set a server component online, see ["Setting Siebel Server Components Online"](#) on page 101. To set a server component offline, see ["Setting Siebel Server Components Offline"](#) on page 102.

Setting Siebel Server Components Online

This topic describes setting a server component online on a Siebel Server. For background information on online server components, see ["About Online and Offline Server Components"](#) on page 101.

For information on other server component administrative tasks, see ["Administering Siebel Server Components."](#)

To set a Siebel Server component online

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Management.
- 2 From the link bar, click Components.
- 3 In the Components list, select the server component of interest.
NOTE: Make sure you select the server component on the Siebel Server of interest.
- 4 Click the Online button.

Setting Siebel Server Components Offline

This topic describes setting a server component offline on a Siebel Server. For background information on offline server components, see ["About Online and Offline Server Components"](#) on page 101.

For information on other server component administrative tasks, see ["Administering Siebel Server Components."](#)

To set a Siebel Server component offline

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Management.
- 2 From the link bar, click Components.
- 3 In the Components list, select the server component of interest.
NOTE: Make sure you select the server component on the Siebel Server of interest.
- 4 Click the Offline button.

Recovering an Unavailable Server Component

This topic describes recovering a server component that has an Unavailable state.

For information on other server component administrative tasks, see ["Administering Siebel Server Components."](#)

To recover a server component from an Unavailable component state

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Management.
- 2 From the link bar, click Components.
- 3 In the Components list, select the Unavailable server component of interest.
NOTE: Make sure you select the server component on the Siebel Server of interest.

- 4 Click the Shutdown button.
- 5 After the server component shuts down, its state changes to Shutdown. After the server component shuts down, click the Startup button.

When the server component starts, its state changes to Starting Up. After the server component has started, the state changes to Running.

Administering Component Jobs

This topic lists the administration tasks applicable to component jobs. For background information on component jobs, see ["About Component Jobs" on page 103](#).

See the following topics for information on administering component jobs:

- ["Starting a Component Job" on page 104](#)
- ["Starting a Repeating Component Job" on page 105](#)
- ["Cancelling a Component or Repeating Component Job" on page 107](#)
- ["Holding a Component or Repeating Component Job" on page 108](#)
- ["Resuming a Component or Repeating Component Job" on page 108](#)

About Component Jobs

A component job is a request for one or more Siebel Server tasks to run. A component job is initiated by either the user or the system, and the Siebel Server runs one or more tasks to fulfill the component job.

Review the following topic to make sure your enterprise and Siebel Server configurations allow tasks to run for a server component: ["Checking Your Enterprise and Siebel Server Configurations" on page 85](#).

Component jobs can:

- Be scheduled
- Be repeated
- Use component job templates

if you are planning to regularly run component jobs with the same parameter values, configure a component job template, which is a predefined component job. See ["Configuring Component Job Templates" on page 79](#) for further information on this procedure.

Only batch-mode component tasks are started by running a component job. Background-mode components, such as Workflow Monitor Agent (alias WorkMon), are started by the Siebel Server when the component is started (the parameter Default Tasks [alias DfltTasks] defines the number of tasks started for the background-mode component). Background-mode component tasks can also be started using the Server Manager command-line interface program. See [Chapter 8, "Using the Siebel Server Manager Command-Line Interface"](#) for details on these procedures.

To troubleshoot the component job process, see [“Troubleshooting Component Jobs” on page 108](#).

Starting a Component Job

This topic describes creating and starting an individual component job. You can run a component job using either server components or component job templates. For background information on component jobs, see [“About Component Jobs” on page 103](#). For background information on component job templates, see [“Configuring Component Job Templates” on page 79](#).

An individual component job is scheduled to run once at a specific time. For information on creating a repeating component job, see [“Starting a Repeating Component Job” on page 105](#).

To start a component job

1 From the application-level menu, choose Navigation > Site Map > Administration - Server Management.

2 From the link bar, click Jobs.

3 In the Jobs list, click New.

The component job status field changes to Creating.

4 In the Component/Job field, click the drop-down list.

NOTE: If the Component/Jobs drop-down list contains no records, synchronize the Siebel Server components. See [“Synchronizing Components on a Siebel Enterprise Server” on page 80](#) for information on this process.

5 From the Component/Jobs drop-down list, select a server component or component job and click OK.

If you want to use a component job template for your component job, you must first define the component job template. For information on defining component job templates, see [“Configuring Component Job Templates” on page 79](#).

6 In the Job Detail view, enter data in other appropriate fields as described in the following table; click the menu button, and then click Save Record.

| Field | Description |
|------------------|--|
| Scheduled Start | The scheduled start date and time of the component job. |
| Expiration | The date at which the component job is no longer valid. |
| Requested Server | Set if you want to target a server component on a specific Siebel Server. |
| Request Key | Set if you want to target a component or repeating component job to a specific instance of the server component identified by the request key. In all other situations, keep this field blank. |

| Field | Description |
|-------------------|---|
| Delete Interval | Set with Delete Unit field, this field determines the length of time before the component job is deleted. If not updated, this field defaults to 1. |
| Delete Unit | Set with Delete Interval field, this field determines the length of time before the component job is deleted. If not updated, this field defaults to Weeks. |
| Retry on Error | Check this box to retry the component job in case of error. |
| Sleep Time | This field is available when the Retry on Error check box is true and determines the amount of time before the component job is retried. |
| Number of Retries | This field is available when the Retry on Error check box is true and determines the number of times the component job is retried. |

- 7** In the Job Parameters list, add or change any component job parameters for the component job:
 - a** Click the New button.
 - b** In the Name field, click the select button.
The Job Parameters dialog box appears. The parameters that appear in the Job Parameters dialog box vary depending on the server component you selected in [Step 4](#).
 - c** Select a parameter in the Component Parameters dialog box, and modify its value.
 - d** Click the menu button and then click Save Record.
- 8** In the Jobs list, click the Start button.
The Status field changes from Creating to Queued.

Starting a Repeating Component Job

This topic describes the procedure for creating and starting a repeating component job. You can define repeating component jobs using either components or component job templates, and you can schedule component jobs to run repeatedly at specific times over specific intervals. In order to run repeating component jobs, both the Server Request Broker (alias SRBroker) and Server Request Processor (alias SRProc) server components must be running. If you need to run repeating jobs at unspecified times or intervals, run repeating component jobs using a component job template.

For background information on component jobs, see [“About Component Jobs” on page 103](#). For background information on component job templates, see [“Configuring Component Job Templates” on page 79](#).

For information on creating an individual component job, see [“Starting a Component Job” on page 104](#).

NOTE: It is not possible to start a business service directly as a repeating component job. To accomplish this task, you first need to include the business service in a workflow process. You can then run the workflow process as a repeating component job using the Workflow Process Batch Manager component (alias WfProcBatchMgr).

To start a repeating component job

- 1 Create a component job as described in [“Starting a Component Job” on page 104](#), but do not start the component job.
- 2 In the Job Detail view, enter data in the Repeating Info fields as described in the following table; click the menu button, and then click Save Record.

| Field | Description |
|-----------------|--|
| Repeating? | Check this box to make the component job a repeating component job. |
| Repeat Unit | Set with Repeat Interval field, this field determines the length of time before the component job repeats. |
| Repeat Interval | Set with Repeat Unit field, this field determines the length of time before the component job repeats. |
| Repeat From | <p>This field has three possible settings:</p> <ul style="list-style-type: none"> ■ Scheduled Start: Starts the next iteration of the repeating component job after the interval period has elapsed, as calculated from the time indicated by the field Scheduled Start. For example, if the repeat interval is five minutes, the scheduled start time is 09:00, and the component job actually starts at 09:02, the next component job is scheduled to start at 09:05. Using this selection may result in a backlog of component jobs that will be started if the actual start time is later than the scheduled start time. ■ Actual Start: Starts the next iteration of the repeating component job after the interval period has elapsed, as calculated from the time the component job is started rather than the time indicated by the Scheduled start field. For example, if the repeat interval is five minutes, the scheduled start time is 09:00, and the component job actually starts at 09:02, the next component job is scheduled to start at 09:07. ■ End: Starts the next iteration of the repeating component job after the previous component job ends and the repeat interval has elapsed. For example, if the repeat interval is five minutes, the scheduled start time is 09:00, the component job starts at 09:02, and then the first component job ends at 09:04, the next component job is scheduled to start at 09:09. |
| Repetitions | This field determines the number of times the component job repeats. |

- 3 In the Jobs list, click the Start button.
The Status field changes from Creating to Active.

Deleting a Component or Repeating Component Job

This topic describes the procedure for deleting a component job. You can only delete component jobs that have a Status field of Creating. After the component job has been started, you can only cancel the component job. To cancel a component job, see [“Cancelling a Component or Repeating Component Job” on page 107](#).

NOTE: You can also delete component jobs by setting the Delete Interval and Delete Units field while creating the component job. See [“Starting a Component Job” on page 104](#) for details on setting these fields. After the component job has been started, these fields are read-only.

For further information on administering component jobs, see [“Administering Component Jobs” on page 103](#).

To delete a component or repeating component job during its creation

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Management.
- 2 From the link bar, click Jobs.
- 3 In the Jobs list, select the component job that has a Status field value of Creating.
- 4 Click the Delete button.

Completed component jobs are deleted automatically after a configurable period of time; the fields Delete Interval and Delete Units determine this period and are set, by default, to one week. See [“Starting a Component Job” on page 104](#) for details on setting these fields.

Cancelling a Component or Repeating Component Job

This topic describes the procedure for cancelling component jobs. You can only cancel component jobs that have a state of Queued or On-Hold.

To cancel a component or repeating component job

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Management.
- 2 From the link bar, click Jobs.
- 3 In the Jobs list, select the component job that has a Status field value of Queued or On-Hold.
- 4 Click the Cancel button.

Cancelled component jobs are deleted automatically after a configurable period of time; the fields Delete Interval and Delete Units determine this period and are set, by default, to one week. See ["Starting a Component Job" on page 104](#) for details on setting these fields.

Holding a Component or Repeating Component Job

This topic describes the procedure for holding component jobs. You can only hold component jobs that have a state of Queued.

Holding a component job pauses the applicable task (if the task is pausable) or allows the current task to finish. No new tasks begin for the held component job.

To hold a component or repeating component job

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Management.
- 2 From the link bar, click Jobs.
- 3 In the Jobs list, select the component job that has a Status field value of Queued.
NOTE: You cannot hold jobs with an Active value in the Status field.
- 4 Click the Hold button.

Resuming a Component or Repeating Component Job

This topic describes the procedure for resuming component jobs put on hold. You can only resume component jobs that have a state of On Hold. See ["Holding a Component or Repeating Component Job" on page 108](#) for details on putting a component job on hold.

To resume a component or repeating component job on hold

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Management.
- 2 From the link bar, click Jobs.
- 3 In the Jobs list, select the component job that has a Status field value of On Hold.
- 4 Click the Resume button.

Troubleshooting Component Jobs

This topic provides guidelines for resolving problems with component jobs.

To resolve the problem, look for it in the list of Symptoms/Error messages in [Table 14](#).

Table 14. Resolving Component Job Problems

| Symptom/Error Message | Diagnostic Steps/Cause | Solution |
|--|--|--|
| The Component/Jobs drop-down list contains no records. | Batch-mode components are not synchronized. | Synchronize the batch-mode components. For information on this task, see "Synchronizing Components on a Siebel Enterprise Server" on page 80 . |
| Component job stays in Queued state. | System Management server components, Server Request Broker (alias SRBroker) and Server Request Processor (alias SRProc) are offline or disabled. | Enable these components or set online. For information on enabling components, see "Enabling Components on a Siebel Server" on page 84 . For information on setting components online, see "Setting Siebel Server Components Online" on page 101 . |
| | Server component associated with component job or component job template is offline or disabled. | Enable this component or set online. For information on enabling components, see "Enabling Components on a Siebel Server" on page 84 . For information on setting components online, see "Setting Siebel Server Components Online" on page 101 . |
| | Database UTC enabled. | Set system preference Universal Time Coordinated to false. For information on configuring system preferences, see <i>Applications Administration Guide</i> . |
| | Server component job is based on a new component definition added using the component definition screen. | Synchronize the batch-mode components. For information on this task, see "Synchronizing Components on a Siebel Enterprise Server" on page 80 . |

Administering Siebel Server Tasks

This topic lists the administration tasks applicable to Siebel Server tasks.

See the following topics for information on administering Siebel Server tasks:

- ["Starting a Siebel Server Task" on page 110](#)
- ["Pausing a Siebel Server Task" on page 110](#)
- ["Resuming a Siebel Server Task" on page 111](#)
- ["Stopping a Siebel Server Task" on page 111](#)
- ["Killing a Siebel Server Task" on page 112](#)

- [“Configuring Siebel Server Task Dynamic Parameters” on page 112](#)

Starting a Siebel Server Task

To start a Siebel Server task you must run a component job. For information on component jobs and administering component jobs, see the following topics:

- [“About Component Jobs” on page 103](#)
- [“Administering Component Jobs” on page 103](#)
- [“Starting a Component Job” on page 104](#)

Pausing a Siebel Server Task

This topic describes the procedure to pause a Siebel Server task. Siebel Server tasks can only be paused for certain component types. [Table 15](#) lists the component types and the predefined components that have this feature.

Table 15. Pausable Component Types

| Component Types | Predefined Component | Predefined Component Alias |
|-----------------|------------------------|----------------------------|
| MailMgr | E-mail Manager | MailMgr |
| MktgSrvr | Marketing Server | MktgSrvr |
| PageMgr | Page Manager | PageMgr |
| ServerMgr | Server Manager | ServerMgr |
| TxnMerge | Transaction Merger | TxnMerge |
| TxnProc | Transaction Processor | TxnProc |
| TxnRoute | Transaction Router | TxnRoute |
| WorkActn | Workflow Action Agent | WorkActn |
| WorkMon | Workflow Monitor Agent | WorkMon |

For further information on administering Siebel Server tasks, see [“Administering Siebel Server Tasks” on page 109](#).

To pause a Siebel Server task

- 1 Navigate to the Administrations – Server Management screen.
- 2 From the link bar, click Tasks.

- 3 In the Tasks list, select the Siebel Server task of interest.

Make sure the Siebel Server task is on the Siebel Server of interest and is of a component type that is pausable. See [Table 15](#) for a list of Siebel Server component types that are pausable.

- 4 Click the Pause button.

For information on resuming a paused task, see ["Resuming a Siebel Server Task" on page 111](#).

Resuming a Siebel Server Task

This topic describes the procedure to resume a paused Siebel Server task.

For further information on administering Siebel Server tasks, see ["Administering Siebel Server Tasks" on page 109](#).

To resume a paused Siebel Server task

- 1 Navigate to the Administrations – Server Management screen.
- 2 From the link bar, click Tasks.
- 3 In the Tasks list, select the paused Siebel Server task of interest.
- 4 Click the Resume button.

Stopping a Siebel Server Task

This topic describes the procedure to stop a Siebel Server task. You can stop running or paused Siebel Server tasks.

NOTE: It is preferable to stop the individual tasks for a given server component rather than shutting down the server component.

For further information on administering Siebel Server tasks, see ["Administering Siebel Server Tasks" on page 109](#).

To stop a Siebel Server task

- 1 Navigate to the Administrations – Server Management screen.
- 2 From the link bar, click Tasks.
- 3 In the Tasks list, select the running Siebel Server task of interest.
- 4 Click the Stop button.

Killing a Siebel Server Task

This topic describes the procedure to kill a Siebel Server task. Killing a Siebel Server task signals the Siebel Server to use operating system control to terminate the task.

For further information on administering Siebel Server tasks, see ["Administering Siebel Server Tasks" on page 109](#).

To kill a Siebel Server task

- 1 Navigate to the Administrations – Server Management screen.
- 2 From the link bar, click Tasks.
- 3 In the Tasks list, select the running Siebel Server task of interest.
- 4 Click the Stop button three times in succession.

Configuring Siebel Server Task Dynamic Parameters

This topic describes the procedure to configure dynamic parameters of a Siebel Server task. Siebel Server task parameters consist of Siebel Enterprise Server, Siebel Server, and server component-level parameters, as well as task-specific parameters specified when starting a component job. After a task is running, only dynamic parameters may be changed.

For background information on system parameters, see ["About Siebel System Parameters" on page 64](#). For background information on Siebel Server task parameters, see ["About Task Parameters" on page 68](#).

For further information on administering Siebel Server tasks, see ["Administering Siebel Server Tasks" on page 109](#).

To configure Siebel Server task dynamic parameters

- 1 Navigate to the Administrations – Server Management screen.
- 2 From the link bar, click Tasks.
- 3 In the Tasks list, select the running Siebel Server task of interest.
- 4 Click the Parameters tab.
- 5 In the Task Parameters list, change the values of the parameters you want to modify. (Identify dynamic parameters by a check in the Effective Immediately column.)
 - a Select the parameter that you want to modify.
 - b In the Value field, type in the new value.
 - c Click the menu button and then Save Record.

For a list of component parameters and their related attributes, see ["Parameters" on page 175](#).

8

Using the Siebel Server Manager Command-Line Interface

This chapter details the procedures available from the Siebel Server Manager command-line interface also known as the `srvrmgr` program. An overview of the `srvrmgr` program and its administration is followed by individual commands used to administer the Siebel Enterprise Server, individual Siebel Servers, and Siebel Server components and component groups. See the following sections for details:

- “Starting the Siebel Server Manager Command-Line Interface” on page 113
- “Best Practices Using the Command-Line Interface” on page 115

NOTE: To access and use the Siebel Server Manager command-line interface you must have administrative responsibilities defined by the Siebel application and have a user definition in the database.

Starting the Siebel Server Manager Command-Line Interface

This chapter describes how to use the Siebel Server Manager command-line interface, which is available on both the Windows and UNIX environments.

The command-line interface of the Siebel Server Manager is the `srvrmgr` program.

To start the `srvrmgr` program

- 1 For Windows servers only: at the DOS prompt, change to the `\bin` subdirectory within the Siebel Server root directory:

```
cd \siebel_server_root\bin
```

NOTE: Only perform this step if this Siebel Server is Windows-based.

- 2 Execute the `srvrmgr` program by using flags to specify desired parameters:

```
srvrmgr flags
```

For a list of `srvrmgr` flags, see [Table 17 on page 114](#).

NOTE: You cannot use the Uniform Naming Convention (UNC) in the Siebel Server Manager command when specifying the path and machine names.

- 3 After the Siebel Server Manager has started, the prompt changes to:

```
srvrmgr:server_name>
```

The `server_name` parameter appears in the prompt only if you executed the `srvrmgr` program by specifying a Siebel Server using the `-s` flag, or after specifying a Siebel Server using the `set server` command.

For example, to start the `srvrmgr` program using the parameters specified in [Table 16](#) on a Windows server, you would enter:

```
srvrmgr /g gateway1 /e enterprise1 /s server1 /u sadmin /p sadmin
```

To start the `srvrmgr` program using the parameters specified in [Table 16](#) on a UNIX server, you would enter:

```
srvrmgr -g gateway1 -e enterprise1 -s server1 -u sadmin -p sadmin
```

Table 16. Example Parameters for Starting the `srvrmgr` Program

| Siebel Gateway Name Server | Enterprise | Siebel Server | User Name | Password |
|----------------------------|-------------|---------------|-----------|----------|
| gateway1 | enterprise1 | server1 | sadmin | sadmin |

[Table 17](#) lists the command-line flags available for the `srvrmgr` program.

Table 17. Command-Line Flags for `srvrmgr`

| Windows Flag | UNIX Flag | Parameter | Description | Required |
|--------------|-----------|-----------------------|---|----------|
| /b | -b | | Batch mode (use with /i to indicate exit when an error is encountered) | N |
| /c | -c | " <i>command</i> " | Executes a single command (the command must be bounded within double quotes) | N |
| /e | -e | <i>entrpr_server</i> | Siebel Enterprise Server name | Y |
| /g | -g | <i>gateway_server</i> | Network address of the Siebel Gateway Name Server machine | Y |
| /h or /? | -h or -? | | Prints a help/usage message | N |
| /i | -i | <i>input_file</i> | Gets commands from the input file | N |
| /k | -k | <i>delimiter</i> | Use delimiter specified to parse columns in output file | N |
| /l | -l | <i>language</i> | Language code (default is ENU) | N |
| /m | -m | | Compression enabled | N |
| /o | -o | <i>output_file</i> | Logs information of server process (such as type of task, task number, task status, start and end time) to the specified file | N |
| /p | -p | <i>password</i> | Siebel Server administrator password | Y |

Table 17. Command-Line Flags for `srvrmgr` (Continued)

| Windows Flag | UNIX Flag | Parameter | Description | Required |
|-----------------|-----------------|----------------------|---|----------|
| <code>/r</code> | <code>-r</code> | | Encryption for network packets enabled (default is N) | N |
| <code>/s</code> | <code>-s</code> | <i>siebel_server</i> | Siebel Server name (the default is all servers). Launching <code>srvrmgr</code> using the <code>/s</code> flag connects the program only with that specific Siebel Server. All commands and user authentication are sent only to that Siebel Server. You cannot change the targeted Siebel Server in this mode. | N |
| <code>/u</code> | <code>-u</code> | <i>username</i> | Siebel Server administrator username | Y |

Best Practices Using the Command-Line Interface

Review the following information as recommendations of best practice when using the Server Manager command-line interface.

- Target specific Siebel Servers without using the `/s` flag:
 - Use the `for server siebel_server_name` directive in individual commands. Specifying the name of a specific Siebel Server targets the command to only that Siebel Server.
 - Use a partial name with the `%` wildcard character to target the command to all Siebel Servers with names matching the pattern. Only patterns that start or end with the wildcard character are matched; wildcards in the middle of the string are not. For example, the command:


```
list components for server WF%
```

 lists components for all Siebel Servers with a name beginning with WF.
 - Use the `set server siebel_server_name` command. To return to the mode where commands are targeted to all Siebel Servers, use `unset server`. For further details on these commands, see [“Siebel Server Manager Environment Commands” on page 117](#).
- NOTE:** When using the `set` command, the connections to other Siebel Servers are maintained and continue to run.
- Launch `srvrmgr` using the `/s` flag for frequent list operations. Parse the resulting data per Siebel Server. Aggregate the list data for the enterprise externally to the `srvrmgr` process. This method improves performance by keeping `srvrmgr` from serializing the operations.
 - Specify only the columns with data you are actually using with the `show` clause. For further information on the `show` clause, see [“List Command Configuration” on page 123](#).

- Use the `/i` option to open a single long-running `srvrmgr` session and send it commands rather than using the `/c` option. You can also execute commands conditionally from a script using the `/i` option.
- When using `srvrmgr` commands from a file or script, use the command `sleep` to configure wait periods (in seconds) before the next `srvrmgr` command. For example, after starting the Siebel Server, use the `sleep` command to wait until the Siebel Server and its component are running before issuing the next command.
- Use the `read` command during an active `srvrmgr` session to dynamically input `srvrmgr` commands from a file.
- Specify a value for the parameter `TaskTag` when starting a new task. This text appears in the `list tasks` command if you include the `TK_TASKTAG` column. For example, enter:

```
list tasks show TK_TASKTAG
```

Siebel Server Manager Commands

After the Siebel Server Manager has been started, you can execute administrative tasks using the commands described in this section. These commands can also be written into an ASCII text file, exactly as they would be executed through the Siebel Server Manager, and used as a batch input file by running `srvrmgr` using the `/i` flag. This would be especially useful in the administration of similar Siebel Server component definitions across multiple Siebel Servers.

NOTE: You must have the Siebel administrator responsibility in order to start or run Siebel Server tasks using the Siebel Server Manager command-line interface.

The Siebel Server Manager commands are divided into the following categories:

- Help
- Environment
- List
- Siebel Server management
- Component definition
- Component management
- Task management
- Parameter management
- Named Subsystem management
- System Alert Notification
- List definition
- Event logging
- Preferences

Command Syntax

This chapter lists the command-line syntax and usage for Siebel Server Manager commands.

Component names and parameter names used in the command-line interface differ from the Siebel Server Manager GUI. To get the actual component and parameter names used in the command-line interface use the list commands. For information on using list commands, see [“List Commands” on page 119](#).

For user-defined values such as *siebel_server_name*, *component_alias_name*, and *parameter_alias_name*, you need to bound these values in quotes if the value:

- Contains spaces
- Is a keyword such as server or component that you do not want to be parsed

For example, you need to enclose the Siebel Server name in double quotes for the following command because the Siebel Server name contains a space:

```
start task for component EIM server "North America" with Config=default.ifb
```

NOTE: If a `srvrmgr` command happens to contain nested quotes, that is, quotes contained within quotes, precede the inner quotes by the back slash escape character (`\`).

Help Commands

Use the Help command to retrieve a list of commands or obtain help on a specific command.

To obtain help

- Enter:

```
help
```

- For a specific command, enter:

```
help command
```

Siebel Server Manager Environment Commands

Use environment commands to set the Siebel Server Manager environment variables, which control the current Siebel Server Manager session.

To set the current working Siebel Server

- Enter:

```
set server siebel_server_name
```

This command works only if you did not specify a Siebel Server when executing the `srvrmgr` program by using the `-s` flag.

To unset (clear) the current working Siebel Server

■ Enter:

```
unset server
```

This command works only if you did not specify a Siebel Server when executing the `svrmgr` program by using the `-s` flag.

To show the environment variables

■ Enter:

```
show
```

To show an individual environment variable

■ Enter:

```
show variable_name
```

To spool output to a file

■ Enter:

```
spool output_file
```

To stop spooling to a file

■ Enter:

```
spool off
```

To read commands from a file

■ Enter:

```
read input_file
```

To refresh the Siebel Enterprise Server connections

■ Enter:

```
refresh enterprise
```

The refresh Siebel Enterprise Server command closes all connections to the existing Siebel Servers and creates new connections to these servers.

To remove header and footer information from `svrmgr` command-line output

■ Enter:

```
set header false  
and  
set footer false
```

Removing the header and footer information is useful if you are trying to parse the output of `srvrmgr` commands.

To add header and footer information to the `srvrmgr` command-line output

- Enter:

```
set header true  
and  
set footer true
```

To exit the `Srvrmgr` program

- Enter:

```
exit  
or  
quit
```

To save any configuration changes prior to exiting, see [“To back up Siebel Gateway Name Server information” on page 124](#).

List Commands

Use the List command to display current data only; this command does not change any data.

To list available Siebel Servers

- Enter:

```
list servers
```

- For a component, enter:

```
list servers for component component_alias_name
```

- For a component group, enter:

```
list servers for component group component_group_alias_name
```

To list component groups

- For all component groups, enter:

list component groups

- For a particular Siebel Server, enter:

list component groups for server *siebel_server_name*

If connected to the Siebel Server, the list commands list only component groups from shared memory; otherwise it lists the component groups assigned to that Siebel Server from the Siebel Gateway Name Server. See also the describe command, [“To list component groups from the Siebel Gateway Name Server” on page 126](#).

To list current component group status

- For all instances of the component group, enter:

list component group *component_group_alias_name*

- For a particular Siebel Server, enter:

list component group *component_group_alias_name* for server *siebel_server_name*

To list current component status

- For all components, enter:

list component

- For all instances of the component, enter:

list component *component_alias_name*

- For a particular Siebel Server, enter:

list component for server *siebel_server_name*

- For a particular task, enter:

list component for task *task_number*

NOTE: To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see [“Siebel Server Manager Environment Commands” on page 117](#).

To list subsystems

- For all subsystems, enter:

list subsystem

To list named subsystems

- For all named subsystems, enter:

list named subsystem

- For a particular subsystem, enter:

list named subsystem for subsystem *subsystem_alias_name*

- For a particular Siebel Server, enter:

list named subsystem for server *siebel_server_name*

To list the status of current tasks

NOTE: The number of tasks returned is determined by the Maximum Tasks parameter for that component. For more information on the Maximum Tasks parameter, see “Parameters” on page 175.

- For all tasks, enter:

list tasks

- For a particular Siebel Server, enter:

list tasks for server *siebel_server_name*

- For a particular component, enter:

list tasks for component *component_alias_name*

- For a particular component group, enter:

list tasks for component group *component_group_alias_name*

- For a particular task, enter:

list task *task_number*

NOTE: To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see “Siebel Server Manager Environment Commands” on page 117.

To list tasks for session mode components

- For a particular Siebel Server, enter:

list sessions for server *siebel_server_name*

- For a particular component, enter:

list sessions for comp *component_alias_name*

- For a particular object manager login, enter:

list sessions for login *object_manager_login*

- For a list of hung tasks, enter:

list hung sessions for server *siebel_server_name* [or] comp *component_alias_name*
[or] login *object_manager_login*

- For a list of active tasks, enter:

list active sessions for server *siebel_server_name* [or] comp *component_alias_name*
[or] login *object_manager_login*

To list current parameter values

- For the Siebel Enterprise Server, enter:

```
list ent param
```

- For all Siebel Servers, enter:

```
list parameters
```

- For a particular Siebel Server, enter:

```
list parameters for server siebel_server_name
```

- For a particular component on all Siebel Servers, enter:

```
list parameters for component component_alias_name
```

- For a particular component on a particular Siebel Server, enter:

```
list parameters for component component_alias_name server siebel_server_name
```

- For a particular task, enter:

```
list parameters for task task_number server siebel_server_name
```

To list current state values

- For all state values, enter:

```
list state values
```

- For a particular Siebel Server, enter:

```
list state values for server siebel_server_name
```

- For a particular task, enter:

```
list state values for task task_number
```

NOTE: To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see “[Siebel Server Manager Environment Commands](#)” on page 117.

To list current statistic values

- For all statistics, enter:

```
list statistics
```

- For a particular Siebel Server, enter:

```
list statistics for server siebel_server_name
```

- For a particular component, enter:

```
list statistics for component component_alias_name
```

- For a particular task, enter:

```
list statistics for task task_number
```

NOTE: To list values for a particular task, you first need to set the current working Siebel Server by using the `set server` command. For information on this command, see “Siebel Server Manager Environment Commands” on page 117.

List Command Configuration

The following commands modify or configure the output for the list commands described in “List Commands” on page 119.

To modify the output of an individual list command

- To display specific columns, enter:

```
list list_object show column_1, column_2, ..., column_n
```

For example:

```
list components show SV_NAME, CC_ALIAS
```

- To display specific columns with a for clause, enter:

```
list list_object for for_object show column_1, column_2, ..., column_n
```

For example:

```
list components for SRVR_1 show CC_ALIAS
```

To list available columns for a list command

- Enter:

```
configure list list_object
```

To configure the output of the list command

- To display only specific columns, enter:

```
configure list list_object show column_1, column_2, ..., column_n
```

This command changes future list *list_object* commands to display only those columns defined.

NOTE: Once you configure a specific list command for a given `srvmgr` session, it cannot be configured again in that session. A new session must be started to view other columns for that list command.

Siebel Server Management Commands

Use the Siebel Server management commands to start or stop a Siebel Server.

To start a Siebel Server

■ Enter:

```
startup appserver siebel_server_name
```

To shut down a Siebel Server

■ Enter:

```
shutdown appserver siebel_server_name
```

To back up Siebel Gateway Name Server information

■ Enter:

```
backup nameserver file_name
```

If a file name is not specified, the backup file is named with the date and time in the format `siebns.dat_yyyymmdd_hhmmss`. This file is stored in the Administration directory of the Siebel Server root directory on Windows and the Sys directory of the Siebel Server root directory on UNIX.

Component Group Definition Commands

Use these commands to create, delete, assign, remove, enable, or disable component groups, and to toggle between online and offline mode.

To create a component group

■ Enter:

```
create component group component_group_alias_name full name "descriptive_name"  
description "description_of_component_group"
```

To assign a component group to a Siebel Server

■ Enter:

```
assign component group component_group_alias_name to server siebel_server_name
```

To enable a component group for the Siebel Enterprise Server

1 Enter:

```
enable component group component_group_alias_name
```

2 Stop and restart the system service to make the changes take effect.

For more information on how to stop or start the Siebel Server System Service, see ["Administering the Siebel Server System Service" on page 55](#).

This procedure works only if you did not run Siebel Server Manager command-line interface using the /s (or -s for UNIX) flag.

NOTE: Before enabling a component group for the Siebel Enterprise Server, at least one component in the group must be active.

To enable a component group on a Siebel Server

1 Enter:

```
enable component group component_group_alias_name to server siebel_server_name
```

2 Stop and restart the system service to make the changes take effect.

For more information on how to stop or start the Siebel Server System Service, see ["Administering the Siebel Server System Service" on page 55](#).

NOTE: Use this command when enabling a component that was previously disabled on a particular server. Newly created component groups are enabled by default.

To change the run state of the component group to Online mode

■ Enter:

```
online component group component_group_alias_name for server siebel_server_name
```

The component group must contain components before you can change its run state.

To change the run state of the component group to Offline mode

■ Enter:

```
offline component group component_group_alias_name for server siebel_server_name
```

The component group must contain components before you can change its run state.

To disable a component group for the Siebel Enterprise Server

1 Enter:

```
disable component group component_group_alias_name
```

2 Stop and restart the system service to make the changes take effect.

For more information on how to stop or start the Siebel Server System Service, see ["Administering the Siebel Server System Service" on page 55](#).

To disable a component group for a Siebel Server

1 Enter:

```
disable component group component_group_alias_name for server siebel_server_name
```

- 2 Stop and restart the system service to make the changes take effect.

For more information on how to stop or start the Siebel Server System Service, see ["Administering the Siebel Server System Service" on page 55](#).

To list component groups from the Siebel Gateway Name Server

- 1 Enter:

```
describe component group
```

The describe command lists the component groups from the Siebel Gateway Name Server.

To remove a component group from a Siebel Server

- Enter:

```
remove component group component_group_alias_name from server siebel_server_name
```

To delete a component group

- Enter:

```
delete component group component_group_alias_name
```

In order for you to delete a component group, the component group cannot contain any server components or component definitions.

Component Definition Commands

Use the component definition commands to create, enable, or delete defined components. Component definitions are contained in component groups, both of which are defined at the Siebel Enterprise Server level. To use the new component, make sure the component definition is enabled and the component group containing the new component is assigned to the appropriate server. See ["Component Group Definition Commands" on page 124](#) for component group commands.

NOTE: When working with component definition commands, launch and run the `svrmgr` program for the enterprise; that is, do not start `svrmgr` with the `/s` (or `-s` for UNIX) flag and do not run the command `set server`.

To create a new component

- Enter:

```
create component definition component_alias_name  
for component type existing_component_type_alias_name  
component group existing_component_group_alias_name run mode run_mode full name  
"component_full_name"
```

```
description "description_of_component"  
with parameter parameter_alias_name=value fixparam  
fixed_parameter_alias_name=fixed_value
```

The run mode options are:

- Batch
- Interactive
- Background

The component alias must:

- Be unique across the enterprise
- Contain no more than 30 characters

Be careful not to use keywords in the component description, such as `for` or `component`, unless they are enclosed in quotes. Also note that the alias or short name of the component group is required for the component group parameter. See [Table 23 on page 162](#) for a list of component groups and their corresponding aliases.

For background information on component types, see ["About Server Component Types" on page 17](#).

After running the create command, use the following command to enable the component definition at the enterprise, component definition level, and to enable and assign the component to the component group defined in the create command. This action only occurs if the component definition is in the creating state. If the component definition is not in a creating state, the `enable` command only enables the component definition at the enterprise level.

To enable a component definition

- After defining the component, you need to enable the defined component by entering:

```
enable component definition component_alias_name
```

NOTE: If you receive an error when attempting to enable a new component definition, make sure you did not start the `srvrmgr` command-line interface program using the `/s` flag, which targets only a specific server.

To disable a component definition

- Enter:

```
disable component definition component_alias_name
```

To delete a component definition

- Enter:

```
delete component definition component_alias_name
```

Reconfiguring Component Definition Commands

To reconfigure component definitions, you must start the component reconfiguration, make the necessary configurations (for parameter configuration, see “Parameter Management Commands” on page 131), and then commit the reconfiguration. See the following procedures for these commands.

CAUTION: Make sure you review the background information on component definition reconfiguration before undertaking this task. See the following topic for this information: “Reconfiguring Siebel Server Component Definitions” on page 91.

To start a component definition reconfiguration

■ Enter:

```
reconfig compdef component_alias_name
```

To commit a component definition reconfiguration

■ Enter:

```
commit reconfig compdef component_alias_name
```

To cancel a component definition reconfiguration

■ Enter:

```
cancel reconfig compdef component_alias_name
```

Component Management Commands

Use component management commands to start, shut down, set online, set offline, enable, or disable Siebel Server components.

To start a Siebel Server component

■ Enter:

```
startup component component_alias_name for server siebel_server_name
```

To shut down a Siebel Server component

■ Enter:

```
shutdown component component_alias_name for server siebel_server_name
```

To set a Siebel Server component online

■ Enter:

```
online component component_alias_name for server siebel_server_name
```


To set a Siebel Server component offline

■ Enter:

```
offline component component_alias_name for server siebel_server_name
```

To enable a Siebel Server component

■ Enter:

```
enable compdef component_alias_name for server siebel_server_name
```

To disable a Siebel Server component

■ Enter:

```
disable comp component_alias_name for server siebel_server_name
```

Task Management Commands

Use task management commands to manage tasks for components running in batch or background mode.

You may start a new process by using the start task command or the run task command. You should use the start task command if you plan to start multiple processes and the run task command if you want to make sure that a process has run to completion.

Start task. The start task command starts a new process and allows you to execute a new command immediately. You will not be notified of the task status, nor will you be alerted if the task fails to perform. Instead, use the list task command to check the status of processes that were started using the start task command.

Run task. The run task command starts a new process that runs to completion (or exits with error). You will not be able to execute a new command until the process has run to completion. The task status will be displayed as the process is running.

To use multiple task parameters in a task command, list the parameters in a comma-separated list. The following example shows how to start a new process using various values for a given parameter:

```
start {task | server} for component component_alias_name with  
parameter_alias_name=value1, value2, value3
```

To start a new task in batch mode

■ Enter:

```
start task for component component_alias_name server siebel_server_name with  
parameter_alias_name1=value1, parameter_alias_name2=value2
```

This command starts a new task in batch mode and returns to the Siebel Server Manager immediately.

To start a new task in background mode

■ Enter:

```
start server for component component_alias_name server siebel_server_name with  
parameter_alias_name1=value1, parameter_alias_name2=value2
```

This command starts a new task in background mode and returns to the Siebel Server Manager immediately.

To run a new task in batch mode

■ Enter:

```
run task for component component_alias_name server siebel_server_name with  
parameter_alias_name1=value1, parameter_alias_name2=value2
```

This command runs a new task in batch mode to completion before returning to the Siebel Server Manager.

To pause a running task

■ Enter:

```
pause task Task ID for server siebel_server_name
```

NOTE: Only tasks from certain component types can be paused. See [Table 15 on page 110](#) for a list of these component types.

To resume a paused task

■ Enter:

```
resume task Task ID for server siebel_server_name
```

To stop a running task

■ Enter:

```
stop task Task ID for server siebel_server_name
```

To kill a running task

■ Enter:

```
kill task Task ID for server siebel_server_name
```

The Kill Task command signals the Siebel Server to use operating system control to terminate the task. This command replicates the GUI procedure of selecting Stop Task from the menu button three times in succession on a running task.

Parameter Management Commands

Use parameter management commands to change the values of a parameter.

To change a Siebel Enterprise Server parameter

■ Enter:

```
change ent param parameter_alias_name1=value1, parameter_alias_name2=value2
```

To change a component definition parameter

■ Enter:

```
change parameter parameter_alias_name1=value1, parameter_alias_name2=value2 for  
compdef component_definition_name
```

To change a Siebel Server parameter

■ Enter:

```
change parameter parameter_alias_name1=value1, parameter_alias_name2=value2 for  
server siebel_server_name
```

To change a component parameter

■ Enter:

```
change parameter parameter_alias_name1=value1, parameter_alias_name2=value2 for  
component component_alias_name server siebel_server_name
```

NOTE: If you launched `svrmgr` with the `/s` flag, you do not need to include server `siebel_server_name` for this command.

To change a task parameter

■ Enter:

```
change parameter parameter_alias_name1=value1, parameter_alias_name2=value2 for  
task task_number
```

After a server, component, or named subsystem parameter is modified, it ignores future parameter changes at higher levels; that is, future parameter changes at higher levels in the hierarchy do not cascade down to lower levels. Use the following commands to reinstate this functionality.

To delete an enterprise parameter override

■ Enter:

```
delete enterprise parameter override param parameter_alias_name
```

To delete a Siebel Server parameter override

- Enter:

```
delete parameter override for server siebel_server_name param  
parameter_alias_name
```

To delete a named subsystem parameter override

- Enter:

```
delete parameter override for named subsystem named_subsystem_alias_name param  
parameter_alias_name
```

To delete a server component parameter override

- Enter:

```
delete parameter override for comp component_alias_name server siebel_server_name  
param parameter_alias_name
```

To delete a server component definition parameter override

- Enter:

```
delete parameter override for compdef component_alias_name param  
parameter_alias_name
```

Named Subsystem Management Commands

Use named subsystem management commands to create, delete, and modify Named Subsystems. For more information on Named Subsystems, see [“Administering the Siebel File System” on page 139](#) and [“About AOM Named Subsystem Parameters” on page 150](#).

To create a new Named Subsystem

- Enter:

```
create named system named_subsystem_alias_name for subsystem subsystem_alias_name  
with parameter_alias_name1=value1, parameter_alias_name2=value2
```

To delete a Named Subsystem

- Enter:

```
delete named subsystem named_subsystem_alias_name
```

To list all Named Subsystem parameters

- For a particular named subsystem, enter:

```
list parameters for named subsystem named_subsystem_alias_name
```

To list a particular Named Subsystem parameter

■ Enter:

```
list parameter parameter_alias_name for named subsystem  
named_subsystem_alias_name
```

To modify one or more Named Subsystem parameters

■ Enter:

```
change parameter parameter_alias_name1=value1, parameter_alias_name2=value2 for  
named subsystem named_subsystem_alias_name
```

System Alert Notification Commands

Use the following commands to configure system alert notification for server components. For background information on system alert notification, see ["About System Alert Notification" on page 77](#).

To set the administrator email address

■ Enter:

```
change param AdminEmailAddress = Admin_Email_Address for named subsystem  
AdminEmailAlert
```

where:

Admin_Email_Address = The email address that receives the alert notification email.

To set the SMTP host and port number used for email notifications

■ Enter:

```
change param SMTPServer = SMTP_Server for named subsystem AdminEmailAlert
```

where:

SMTP_Server = The email server that routes the alert notification email.

To set the from email address

■ Enter:

```
change param FromAddress = Server_Email_Address for named subsystem  
AdminEmailAlert
```

where:

Server_Email_Address = The email address that sends the alert notification email.

To test the system alert notification

- Enter:

```
start task for comp AdminNotify server siebel_server_name
```

where:

siebel_server_name = The name of the Siebel Server that hosts the AdminNotify server component.

List Definition Commands

Use list definition commands to list definitions for components, parameters, state values, and statistics.

To list component definitions

- For a particular component, enter:

```
list component definitions for component component_alias_name
```

- For a particular task, enter:

```
list component definitions for task task_number
```

Event Logging Commands

Use the event logging commands to list event types for components and to change the values for event log levels. See *System Monitoring and Diagnostics Guide for Siebel eBusiness Applications* for details on the event logging system.

To list event types

- Enter:

```
list evtloglvl for component component_alias_name
```

To change the event log level for a component

- Enter:

```
change evtloglvl event_alias_name=level for component component_alias_name
```

To change the event log level for a component on a Siebel Server

- Enter:

```
change evtloglvl event_alias_name=level for server siebel_server_name component  
component_alias_name
```

To change the event log level for a Siebel Server

■ Enter:

```
change evtloglvl event_alias_name=level for server siebel_server_name
```

Server Manager Command-Line Preferences

You can create aliases for commands and configure list commands to return specific columns. These can be saved in a preferences file which is available to load the next time you open a Siebel Server manager session. The preferences file is stored in the same directory as the Server Manager program. "[Starting the Siebel Server Manager Command-Line Interface](#)" on page 113 for the location of the Server Manager program.

To create an alias for a command

■ Enter:

```
alias alias command_name
```

For example, the following command creates an alias `lc` for the command `list components`:

```
srvrmgr> alias lc list components
```

To delete an alias for a command

■ Enter:

```
unalias alias
```

To list the columns returned for a list command

■ Enter:

```
configure list_command
```

To configure a list command to show specific columns

■ Enter:

```
configure list_command show column1, column2, column3...
```

For example, the following command configures the `list components` command to return the component name column only.

```
srvrmgr> configure list components show CC_NAME
```

To save preferences

■ Enter:

```
save preferences
```

Preferences are saved in the same directory as the Server Manager program.

To load preferences

■ Enter:

```
load preferences
```


9

Siebel Server Infrastructure Administration

This chapter describes how to administer the Siebel Server infrastructure and system management components.

This chapter includes the following topics:

- [“About Server Request Broker \(SRBroker\)” on page 137](#)
- [“Configuring Tasks for Server Request Broker” on page 138](#)
- [“About Server Request Processor \(SRProc\)” on page 138](#)
- [“About Siebel Connection Broker \(SCBroker\)” on page 139](#)
- [“Administering the Siebel File System” on page 139](#)

About Server Request Broker (SRBroker)

Server Request Broker (alias SRBRoker) is an interactive-mode Siebel Server component that belongs in the System Management Siebel Server component group. By default, one SRBRoker is started for each Siebel Server. SRBRoker handles client component requests by acting as a request router. For example, if a client makes a request to a Siebel Server for a component that is not running on that Siebel Server, the request is routed to another Siebel Server that is running the requested component.

Siebel Server requests from clients that have no end point get stored in the database until the request is completed. The SRBRoker works with the Server Request Processor (alias SRProc) (see [“About Server Request Processor \(SRProc\)” on page 138](#) for further information on this component) on this process. For example, if the Siebel Server sends an email to a user who is not connected, the email remains in the database and is sent to the client when the user logs on.

SRBRoker also controls how many component requests by clients can be serviced by a Siebel Server at one time. Each client connection and component connection counts as one task. The number of tasks that can be handled by a single SRBRoker is determined by the Maximum Tasks (alias MaxTasks) component parameter.

Do not configure run-time parameters for SRBRoker. If you need to support more client and component connections, start more SRBRoker components or increase the number of tasks that can be handled by a SRBRoker.

Configuring Tasks for Server Request Broker

This topic describes the procedure for configuring the number of tasks for the Server Request Broker (alias SRBroker) system management component. For background information on SRBroker, see [“About Server Request Broker \(SRBroker\)” on page 137](#).

To change the number of tasks that can be handled by Server Request Broker

- 1 From the application-level menu, choose Navigation > Site Map > Administration - Server Configuration.
- 2 From the link bar, click Servers.
- 3 In the Siebel Servers list, select the Siebel Server of interest.
- 4 Click the Components view tab.
- 5 In the Components list, query for Server Request Broker (alias SRBroker) in the Component field.
- 6 Select the Parameters view tab below the Components list.
- 7 From the Parameters list, query for the Maximum Tasks (alias MaxTasks) parameter.
- 8 In the Value on Restart field, type in the number of tasks.

The default value is 100. For further information on this parameter, see the parameter definition in [“Generic Parameters” on page 182](#). For further information on values to set this parameter, see *Performance Tuning Guide*.

- 9 For changes to take effect, restart the Siebel Server System Service.

For more information on restarting the Siebel Server System Service, see [“Administering the Siebel Server System Service” on page 55](#).

About Server Request Processor (SRProc)

The Server Request Processor (alias SRProc) and the Server Request Broker (alias SRBroker) are jointly responsible for the processing of both synchronous and asynchronous requests from a variety of Siebel Server components. SRProc is a background-mode component that handles requests between the Siebel Server and the database. There can only be one instance of SRProc for each Siebel Server. The following components rely on a functioning SRProc and SRBroker:

- Assignment Manager
- Communications Manager
- eAI
- EIM
- Field Service (all components)

- Incentive Compensation Manager
- Interactive Assignment
- Workflow Manager

If either of the SRBroker or SRProc components become unavailable for any reason, the ability for intercomponent request execution is severely affected. This situation is due to the request mechanism (Component Jobs) of the Server Manager GUI, which relies on a functioning SRBroker and SRProc to schedule and process requests. However, the server manager command-line interface program bypasses this request mechanism permitting the user to start (but not schedule) a component task by using the command-line interface if either or both the SRBroker or SRProc components are unavailable (or, alternatively, restarting the SRBroker or SRProc components). For more information on using the server manager command-line interface program, see [Chapter 8, "Using the Siebel Server Manager Command-Line Interface."](#)

In order to make sure that these components experience as little downtime as possible, there are a number of parameters available against the components that make sure they are automatically restarted in the event of a failure. See information in [Appendix A](#) on the parameters Default Tasks (alias DfltTasks), Default Processes (alias DfltProcs), and Auto-Restart (alias AutoRestart).

About Siebel Connection Broker (SCBroker)

The Siebel Connection Broker (alias SCBroker) is a background-mode server component that provides intraserver load balancing. By default, it is always enabled and online. At least one instance of SCBroker must be running on the Siebel Server hosting interactive components.

NOTE: If a Siebel Server hosts only batch-mode components, SCBroker can be disabled to prevent it from listening on a TCP port.

SCBroker listens on a configurable, static port for new connection requests from the Web server or a third-party load balancer. The parameter, Static Port Number (alias PortNumber), defines the port that SCBroker monitors. The default value for this parameter is 2321. After a request is received, SCBroker distributes it to the appropriate instance of an Application Object Manager (AOM) running on the Siebel Server.

For complete details on this process and for further information on load balancing, see *Deployment Planning Guide*.

Administering the Siebel File System

This topic lists the background information and administration tasks applicable to the Siebel File System.

See the following topics for information on the Siebel File System:

- ["About the Siebel File System" on page 140](#)
- ["About File System Upload Transfer Process" on page 141](#)

- [“About File System Download Transfer Process” on page 141](#)
- [“Cleaning Up the Siebel File System” on page 141](#)
- [“Moving the Siebel File System” on page 144](#)

About the Siebel File System

The Siebel File System consists of a shared directory, which is network-accessible to the Siebel Server that contains the physical files used by Siebel clients. To gain access to files, Web clients connect to the appropriate Siebel Server to request file uploads or downloads. The Siebel Server then accesses the Siebel File System using the File System Manager (alias FSMSrvr) component. File System Manager processes these requests through interaction with the Siebel File System directory. See [“About File System Upload Transfer Process” on page 141](#) and [“About File System Download Transfer Process” on page 141](#) for further data transfer details.

Files stored in the Siebel File System are compressed at the Siebel Server-level and appended with the extension `.saf`. (The file size displayed in the GUI represents the size of the compressed `.saf` file, not the actual file size.) The Siebel File System storage location of the compressed files is set by the Siebel Enterprise Server parameter Siebel File System (alias FileSystem). See [“Siebel Enterprise Server Parameters” on page 179](#) for details on the parameter Siebel File System. The files stored in the Siebel File System are not directly accessible by users and must be decompressed and returned to the user through the Web client.

NOTE: Files stored in the Siebel File System must be compressed; that is, the compression feature of the Siebel File System cannot be disabled.

When using Siebel Mobile Web Client in connected mode (also known as the Dedicated Web Client), you may want to connect directly to the Siebel File System without going through the File System Manager. For examples of these cases, their potential ramifications, and for client setup instructions in each case, see *Siebel Installation Guide* for the operating system you are using.

The administrative tasks for cleaning up the Siebel File System and moving the Siebel File System are detailed in sections [“Cleaning Up the Siebel File System” on page 141](#) and [“Moving the Siebel File System” on page 144](#) respectively.

NOTE: Virus checking is not supported within the Siebel File System.

For information on creating a Siebel File System, see *Siebel Installation Guide* for the operating system you are using.

For a list of Siebel File System administrative tasks, see [“Administering the Siebel File System” on page 139](#).

About File System Upload Transfer Process

A file or attachment saved to the Siebel File System is copied from the user's hard drive and transferred to the Siebel Server. The data transfer protocol for file transfer matches that of the Web client browser to Web server (for example, HTTP or HTTPS). The File System Manager (alias FSMSrvr) component compresses the file, and then stores the compressed file in the Siebel File System. The compression and naming convention of the files is automated by the FSMSrvr.

For a list of Siebel File System background information and administrative tasks, see ["Administering the Siebel File System" on page 139](#).

About File System Download Transfer Process

A file or attachment download request is received by the FSMSrvr component of the Siebel Server, which interacts with the Siebel File System to retrieve and send the compressed file back to the user's Web browser. As with the file upload process, the data transfer protocol for file transfer matches that of the Web client browser to Web server. The compressed file is decompressed by the user's Web browser where the file can be saved or reviewed. In some cases, the file is decompressed by the FSMSrvr component and sent to the user's Web browser in an uncompressed format. The cases where an uncompressed file is sent back to the Web browser are as follows:

- The parameter Compressed File Download (alias CompressedFileDownload) is set to FALSE in the configuration file. If this parameter is not there, add it to the [SWE] section of the configuration file.
- The Web browser does not support compressed files, which is determined by looking at the request header.
- The Web browser version is Internet Explorer 4.01.
- File Type has the extension .zip, .z, .tgz, .gz, .gif, .jpg, or .jpeg.

For a list of Siebel File System background information and administrative tasks, see ["Administering the Siebel File System" on page 139](#).

Cleaning Up the Siebel File System

This topic describes the task of cleaning up the Siebel File System using the cleanup utility, a command-line utility, named `sfscleanup.exe`. This utility is located in the binary (bin) subdirectory within the Siebel Server root directory. The `sfscleanup.exe` utility processes every file in the file attachment directory and performs one of several operations to each file depending on the file type and the parameters that are set. For descriptions of the run-time parameters that you can set when running `sfscleanup.exe`, see the following procedure. For descriptions of the file types and the associated operation performed by `sfscleanup.exe` during processing, see [Table 18 on page 143](#).

For a list of Siebel File System background information and other administrative tasks, see ["Administering the Siebel File System" on page 139](#).

To clean up the file attachment directory using sfscleanup.exe

- 1 At the command prompt, change directory to the bin subdirectory within the Siebel Server root directory.
- 2 Run sfscleanup.exe using the parameters listed in the following table as shown in the following example:

```
sfscleanup /u sadmin /p secret /f \\server1\files /x
\\server1\logs\sfscleanup.log
```

| Parameter | Value | Description | Required? |
|-----------|--------------------------------|---|-----------|
| /u | <i>Username</i> | Username ID. | Y |
| /p | <i>Password</i> | Username password. | Y |
| /c | <i>ODBC data source</i> | Set this value to the ODBC data source. Default value is set to the environment variable, SIEBEL_DATA_SOURCE. | N |
| /d | <i>Siebel table owner</i> | Set this value to the Siebel tableowner. Default value is set to the environment variable, SIEBEL_TABLE_OWNER. | N |
| /f | <i>Path for file directory</i> | Set this value to the path for the file attachment directory. Do not append att to the file attachment directory path. | Y |
| /x | <i>Path for output file</i> | Set this value to the path for the output file. | N |
| /m | <i>Path for move directory</i> | Set this value to the path for the directory where discarded files will be moved. | N |
| /n | <i>Remove old revisions</i> | Determines if old versions of file attachments will be removed. To remove old versions, set this value to Y. Default value is N. | N |
| /r | Generate report file only | Set this value to Y to generate only a report file. If set to Y, the report file contains only the columns File Name and File Type. Default value is N. | N |
| /g | Garbage files | Set this value to remove garbage or non-Siebel files. Default value is N. | N |

Further details on some parameter settings:

- **/n.** By default old file revisions are kept. Such files are marked ANCIENT in the log, and represent old revisions of an existing attachment record; that is, their row ID matches with the database record but not the file revision number. To delete such files, set the /n parameter to Y.
- **/g.** If the file system contains files that were not created by the File System Manager component (alias FSMSrvr), then their deletion or move is controlled by the /g parameter. This parameter includes non-Siebel files or directories. By default these files are not deleted. The directories are not affected or moved by sfscleanup.exe.

If you specified an output file using the /x parameter, sfscleanup.exe generates a log file listing the operations that were performed. The output file is a tab-delimited text file that contains the following columns:

■ File Name

This column lists the name of each file that was processed.

■ File Type

This column lists the type of each file that was processed. Table 18 lists the possible file types and the associated operation performed by sfscleanup.exe during processing.

Table 18. File Types and Associated Operation

| File Type | Description | Operation ¹ |
|-----------|---|------------------------|
| CURRENT | The file has a corresponding record in the file attachment database table. | KEPT |
| NEW | The file is less than one hour old. The sfscleanup.exe program does not check for the file in the file attachment database table. | KEPT |
| ORPHAN | The file does not have a corresponding record in the file attachment database table. | DELETED ² |
| INVALID | The file (or directory) is not a file attachment. If sfscleanup.exe is attempting to delete a subdirectory that is not empty, the operation errors out. This gives you an opportunity to review the files contained within the directory before deletion. | KEPT ³ |
| ANCIENT | The file has an associated record in the database with a different revision number. | KEPT ⁴ |

1. For descriptions of each operation, see Table 19 on page 144.
2. If you used the /m parameter to set a move directory, the operation performed is MOVED.
3. If you set the /g parameter to Y, the operation performed is DELETED.
4. If you set the /n parameter to Y, the operation performed is DELETED (or MOVED if you used the /m parameter to set a move directory).

■ Operation

This column lists the type of operation that was performed during processing. [Table 19](#) lists the types of operation that `sfscleanup.exe` may have performed during processing.

Table 19. Operations

| Operation | Description |
|------------|---|
| KEPT | The file was kept. |
| DELETED | The file was deleted. |
| MOVED | The file was moved to the directory specified by the <code>/m</code> parameter. Files will only be moved if you used the <code>/m</code> parameter. |
| KEPT_DIR | The item was kept because it was a directory and requires manual processing. |
| KEPT_ERROR | The file was kept because an error occurred while trying to move or delete the file. |

Moving the Siebel File System

This topic describes the task of moving the Siebel File System location. The location of the Siebel File System may require movement to another directory or machine due to size limitations or other requirements. To move the Siebel File System, perform the steps in the following procedure.

For a list of Siebel File System background information and other related administrative tasks, see ["Administering the Siebel File System" on page 139](#).

To move the Siebel File System

- 1 Update the configuration file parameter `Filesystem` with the new file system location.
Specify the new directory first followed by the old directory, and separate the paths with a comma. A value in this format allows clients to search the first path for the files and, if they are not found, the client searches the next path in the list. When writing files to the Siebel File System, the files write to the first directory specified. Making this change allows clients to access old files while allowing the writing of new files to the new directory. See ["Editing Configuration Files" on page 199](#) for further details on updating the configuration file parameters.

NOTE: When updating the configuration file parameter, do not include a space between the comma and make sure to append the old directory with `\att`.

- 2 Update the enterprise parameter `Siebel File System` (parameter alias `Filesystem`) with the new file system location.

See ["Configuring Siebel Enterprise Server Parameters" on page 75](#) for details on this procedure.

- 3 Update the ServerDataSrc named subsystem parameter DSFileSystem with the new file system location.

See ["Configuring Siebel Enterprise Server Named Subsystem Parameters"](#) on page 74 for details on this procedure.

Specify the new directory first followed by the old directory, and separate the paths with a comma. Make sure to append the old directory with \att.

- 4 Set the current file system directory to read only.
This measure prevents inconsistencies between the old and new file system.
- 5 Change the share properties to the new directory.
- 6 Copy the old file to the new Siebel File System directory.
- 7 Update the client and server configuration files to remove the old Siebel File System directory.

NOTE: Perform this update in a test environment before moving to a production environment.

10 Application Object Manager Administration

This chapter explains how to configure, deploy, and administer Application Object Managers (AOMs) to support Siebel Web clients. This chapter also explains AOM concepts to provide useful background information.

This chapter includes the following topics:

- [“About the Siebel Application Object Manager” on page 147](#)
- [“Configuring the Siebel Application Object Manager Environment” on page 148](#)
- [“About Siebel Application Object Manager Parameters” on page 149](#)
- [“Administering the Siebel Application Object Manager” on page 153](#)

This chapter does not discuss the Siebel Web clients in detail. For information on Siebel Web clients, see [Chapter 4, “Configuring the Browser for Siebel Web Clients.”](#)

About the Siebel Application Object Manager

Application Object Managers (AOMs) host the Business Objects layer and Data Objects layer of the Siebel architecture. The Web clients host the Siebel application user interface layer. The AOM is used primarily to support Siebel Web client connections. To do this, the AOM operates like a Siebel Dedicated Web Client with two key differences: it does not require any software installation on the client machine and it handles multiple users simultaneously by making requests on their behalf.

AOMs are hosted as components in the Siebel Server and run on the application server (the machine that hosts the Siebel Server). The Siebel Server provides the infrastructure for an AOM to serve multiple Siebel Web client users. Multiple AOM components can run on a single Siebel Server installation. AOM components can be configured to run as multithreaded processes in the Siebel Server. Like other Siebel Server components, you can administer AOM components using the Siebel Server Manager.

AOMs communicate with clients using the TCP/IP protocol through a Web server that contains the Siebel Web Server Extension plug-in (SWSE). Communication between the Web server and the AOM can be compressed and encrypted. An independent session is established to serve incoming connect requests from each client. Subsequent requests from clients are directed to the same AOM tasks until the sessions are terminated. After startup, AOMs do not achieve their full run-time environments until after the first connect, therefore, leading to possible delays during the first connection. For further information on the communication of Web clients and AOMs, see *Performance Tuning Guide*.

The Siebel repository file (SRF) is installed as part of each Siebel Server installation. Any changes to the repository file must be applied to the appropriate Siebel Server installations that serve the modified application to the Web clients. When they reconnect to an AOM, Web client users automatically retrieve the new Siebel application configuration. User preferences set and saved by Web client users are saved on the Siebel Server.

NOTE: If you are running the Siebel Server in a UNIX environment, Application Object Managers support eScript, but not Visual Basic.

About AOM Memory Allocation

The Application Object Manager (AOM) caches information in a couple of different ways. Some information is cached and used by every connection and other information is stored for each user connection.

The AOM's memory allocation can be broken into three areas:

- User memory
- Shared memory between users
- Administrative memory used to manage the AOM itself

User Memory

The user area maintains specific information about each user's session. Typically, each user uses 3 MB to 4 MB of memory, although this depends on the Siebel application in use. This memory is released when the task is completed.

Shared Memory

Shared memory is for common structures used by every user and is the largest segment of AOM memory. It contains definitions for business objects, business components, controls, and other metadata items from the Siebel repository, or SRF file. This memory is loaded as needed and remains loaded for the life of the process. AOM processes commonly use more than 150 MB.

Administrative Memory

The administrative area of memory used by AOM manages the component itself. This memory is relatively small and is used to manage communication between the AOM and other Siebel Server components. It runs the listener and coordinates threads and tasks.

Configuring the Siebel Application Object Manager Environment

This topic describes the required steps necessary for the proper configuration and operation of Application Object Managers (AOMs).

To configure the Siebel Application Object Manager environment

- 1** Make sure that AOMs are installed as part of the Siebel Server installations you plan to use.
AOMs are installed as components in the Siebel Server. Installing Siebel Server automatically installs predefined AOM components. For instructions on installing and configuring the Siebel Server, see the *Siebel Installation Guide* for the operating system you are using.
- 2** Verify that the customized Siebel repository file (SRF) is installed or copied to the appropriate Siebel Server installations that serve the modified application.
The SRF file should be customized by the application developer. The default location for this file is in the objects directory of the Siebel Server installation.
- 3** Add or configure AOM components by setting the parameters that control:
 - Application name to run (configuration file)
 - Language code
 - Compression setting
 - Encryption setting
 - Number of processes for each component
 - Number of threads/tasks per process
 - Session Manager parametersFor details on this topic, see ["About Siebel Application Object Manager Parameters" on page 149](#).
- 4** Restart the Siebel Server System Service to automatically register the AOM services (configured in [Step 3](#)).

About Siebel Application Object Manager Parameters

At startup, Siebel Application Object Manager (AOM) components accept a number of parameters that determine their behavior. Parameters that affect operation of AOMs can be modified in:

- Component parameters for the AOM using the Siebel Server Manager. See ["Configuring Siebel Server Component parameters" on page 85](#) for further information on this task.
- Named Subsystem parameters using Siebel Server Manager. See ["Configuring Siebel Enterprise Server Named Subsystem Parameters" on page 74](#) for further information on this task.
- Application configuration files (see ["Siebel Application Configuration Files" on page 198](#) for a listing of Siebel applications and their corresponding configuration files).

In the Siebel Server Manager GUI, selected parameters in the Siebel configuration files appear as AOM-specific parameters.

Only parameters from the Siebel Web Engine [SWE] section in the Siebel configuration files are read by the AOM.

About AOM Parameters in Server Manager

This topic lists a selection of Application Object Manager (AOM) -specific and generic parameters you set for the AOM. You configure AOM parameters in the same manner as any server component. To configure AOM parameters using the Server Manager GUI, see ["Configuring Siebel Server Component parameters" on page 85](#). To configure AOM parameters using the Server Manager command-line interface, see ["Parameter Management Commands" on page 131](#).

- Compression Type (alias Compress)
- Encryption Type (alias Crypt)
- Error Flags (alias ErrorFlags)
- Flush Frequency (alias FlushFreq)
- Language Code (alias Lang)
- Log Print Timestamp (alias LogTimestamp)
- Maximum MT Servers (alias MaxMTServers)
- Maximum Tasks (alias MaxTasks)
- Minimum MT Servers (alias MinMTServers)
- Multithreaded (alias Threaded)
- Password (alias Password)
- Trace Flags (alias TraceFlags)
- User Name (alias Username)
- Use Shared Log File (alias LogUseSharedFile)

For a description of each parameter, see ["Parameters" on page 175](#).

For information on locale-specific object manager parameters (including information on regional standards for currency, time, date, and so on), see *Global Deployment Guide*.

About AOM Named Subsystem Parameters

The Application Object Manager (AOM) can maintain several different values for a particular parameter using named subsystems. For background information on named subsystems and named subsystem parameters, see ["About Named Subsystem Parameters" on page 69](#). For information on configuring AOM named subsystem parameters, see ["Configuring Siebel Enterprise Server Named Subsystem Parameters" on page 74](#). See [Table 20](#) for a list and description of named subsystems used by AOMs.

Table 20. Named Subsystems Used by AOMs

| Named Subsystem | Alias | Type | Description |
|----------------------|----------------|------------------|--|
| DataMart Datasource | DataMart | InfraDatasources | Datamart datasource used by AppObjMgr components |
| Gateway Datasource | GatewayDataSrc | InfraDatasources | Gateway datasource used by AppObjMgr components |
| Local Datasource | Local | InfraDatasources | Local Datasource used by AppObjMgr Components |
| Object Manager Cache | ObjMgrCache | InfraObjMgrCache | Object Manager cache parameters |
| Server Datasource | ServerDataSrc | InfraDatasources | Server datasource used by AppObjMgr components |

Table 21 lists a sample of named subsystem parameters, their respective named subsystems, and a description.

Table 21. Selection of Named Subsystem Parameters

| Parameter Alias | Named Subsystem | Data Type | Description |
|--------------------|---|-----------|--|
| DSConnectionString | GatewayDataSrc | String | Specifies the host name of the Siebel Gateway Name Server. The value \$(GatewayAddress) for the parameter ConnectString of the GatewayDataSrc section of the AOM's configuration file is replaced at runtime with the value for the named subsystem parameter DSConnectionString. An incorrect setting for DSConnectionString results in Server Administration not being accessible from the standard Web client. |
| DSConnectionString | ServerDataSrc | String | Specifies the database connection information. On SQL Server and DB2, this information is the ODBC Datasource Name; on Oracle (native) this information is the service name from tnsnames.ora. |
| DSFileSystem | ServerDataSrc | String | Set this parameter to *FSM* to allow the use of the File System Manager server component for standard Web clients. |
| DSMaxCursorSize | ServerDataSrc, GatewayDataSr, or DataMart | Integer | The configuration file parameter MaxCursorSize is set for the AOM component using the named subsystem parameter DSMaxCursorSize. The applicable subsystem used by the AOM corresponds to the component parameter OM - Data Source. This parameter is only valid with IBM DB2 UDB for OS/390 and z/OS. See "Parameters for Individual Data Source Sections" on page 215 for further details on MaxCursorSize. |

Table 21. Selection of Named Subsystem Parameters

| Parameter Alias | Named Subsystem | Data Type | Description |
|--------------------|---|-----------|---|
| DSPreFetchSize | ServerDataSrc, GatewayDataSr, or DataMart | Integer | The configuration file parameter PreFetchSize is set for the AOM component using the named subsystem parameter DSPreFetchSize. This parameter is only valid with IBM DB2 UDB for OS/390 and z/OS. See "Parameters for Individual Data Source Sections" on page 215 for further details on PreFetchSize. |
| DSEnterpriseServer | ServerDataSrc, GatewayDataSr | String | Specifies name of Siebel Enterprise Server used by various named subsystems. The value in the AOM's configuration file is replaced at runtime with the value set for the named subsystem. |
| DSRequestServer | ServerDataSrc | String | Specifies where asynchronous calls are redirected, for example when using Interactive Assignment. Set this value to the logical name of the Siebel Server, not the machine name. The default value is null. |

To configure Named Subsystems using the Siebel Server Manager command-line interface, see ["Named Subsystem Management Commands"](#) on page 132.

About AOM Parameters in the Configuration File

Each application's configuration file contains a detailed set of parameters specific to the Application Object Manager (AOM). This file is installed as part of the Siebel Server installation, and can be modified by the system administrator. If the configuration file is modified, the affected AOM component should be restarted or reconfigured. Configuration files contain only specific sections that are used by the Siebel Server. The AOM only reads parameters from the Siebel Web Engine (SWE) section. Other sections are used only by the clients. For a description of parameters used in configuration files, see [Appendix C, "Parameters in Configuration File."](#)

For a list of configuration files, see ["Siebel Application Configuration Files"](#) on page 198.

Administering the Siebel Application Object Manager

You can monitor Siebel Application Object Managers (AOM) at:

- The server level using Siebel Server
- The component level using AOM components
- The task level using AOM tasks

For further information on monitoring the AOM server component, see *System Monitoring and Diagnostics Guide for Siebel eBusiness Applications*.

At each of these levels, you can:

- Use the Siebel Server Administration views to monitor:
 - State values
 - Statistics
 - Log file

For further details on AOM state values, statistics, and log files, see *System Monitoring and Diagnostics Guide for Siebel eBusiness Applications*.

- Use the Siebel Server Components Parameters view to set the AOM-specific parameters.
- Start, stop, pause, or resume any AOM tasks.

At the component event level, you can enable SQL tracing to view the SQL that is generated for the selected AOM. You can enable SQL spooling on the object manager task by setting the Object Manager SQL Log event parameter to 4 at the component event level. For further details on event logging, see *System Monitoring and Diagnostics Guide for Siebel eBusiness Applications*.

A

Siebel Server Components and Parameters

This appendix describes:

- Predefined Siebel Server component groups. See [“Siebel Server Component Groups” on page 155](#) for details.
- Predefined Siebel Server components. See [“Siebel Server Components” on page 162](#) for details.
- Enterprise, server, and generic parameters. See [“Parameters” on page 175](#) for details.

Siebel Server Component Groups

Table 22 lists the predefined Siebel Server component groups, alphabetically by component group.

Table 22. Predefined Siebel Server Component Groups

| Component Group Name | Short Name | Component Name | Short Name |
|---------------------------|------------|--------------------------------------|----------------------|
| Assignment Management | AsgnMgmt | Batch Assignment | AsgnBatch |
| | | Assignment Manager | AsgnSrvr |
| Siebel Call Center | CallCenter | Call Center Object Manager | SCCObjMgr |
| | | eService Object Manager | eServiceObjMgr |
| Communications Management | CommMgmt | Communications Inbound Processor | CommInboundProcessor |
| | | Communications Inbound Receiver | CommInboundRcvr |
| | | Communications Session Manager | CommSessionMgr |
| | | Communications Configuration Manager | CommConfigMgr |
| | | Communications Outbound Manager | CommOutboundMgr |
| | | Smart Answer Manager | SmartAnswer |
| | | Email Manager | MailMgr |
| | | Page Manager | PageMgr |

Table 22. Predefined Siebel Server Component Groups

| Component Group Name | Short Name | Component Name | Short Name |
|------------------------------------|------------|---|--------------------|
| Content Center | ContCtr | Content Project Publish | ContProjPub |
| | | Content Project Start | ContProjStart |
| Siebel Core Reference Application | CRA | Core Reference Application Object Manager | CRAObjMgr |
| Dun and Bradstreet | DandB | D&B Update Mgr (D&B) | DNBUpmgrDNB |
| | | D&B Update Mgr (Multi-task) | DNBUpmgrMultiTask |
| | | D&B Update Mgr (Siebel) | DNBUpmgrSieb |
| Data Quality | DataQual | Data Quality Manager | DQMgr |
| DCommerce | DCommerce | Dynamic Commerce | DynamicCommerce |
| | | DCommerce Automatic Auction Close | DCommerceAutoClose |
| | | DCommerce Alerts | DCommerceAlerts |
| Enterprise Application Integration | EAI | Business Integration Batch Manager | BusIntBatchMgr |
| | | Business Integration Manager | BusIntMgr |
| | | Enterprise Integration Mgr | EIM |
| | | EAI Object Manager | EAIObjMgr |
| | | JMS Receiver | JMSReceiver |
| | | MQSeries Server Receiver | MqSeriesSrvRcvr |
| | | MQSeries AMI Receiver | MqSeriesAMIRcvr |
| | | MSMQ Receiver | MSMQRcvr |
| Siebel eChannel | eChannel | Partner Manager Object Manager | PManagerObjMgr |
| | | eChannel Object Manager | eChannelObjMgr |
| Siebel eDocuments | eDocuments | Document Server | DocServer |

Table 22. Predefined Siebel Server Component Groups

| Component Group Name | Short Name | Component Name | Short Name |
|---|------------|--|-----------------|
| Siebel Employee Relationship Management | ERM | Employee Relationship Management Administration Object Manager | ERMAdminObjMgr |
| | | Employee Relationship Management Embedded Object Manager | ERMEmbObjMgr |
| | | Employee Relationship Management Object Manager | ERMObjMgr |
| | | eTraining Object Manager | eTrainingObjMgr |
| | | ERM Compensation Planning Service | ERMCompPlanSvc |
| Forecast Service Management | FcstSvc | Forecast Service Manager | FcstSvcMgr |

Table 22. Predefined Siebel Server Component Groups

| Component Group Name | Short Name | Component Name | Short Name |
|--------------------------|--------------|---|-------------------|
| Field Service | FieldSvc | Field Service Cycle Counting Engine | FSCycCnt |
| | | Service Order Fulfillment Engine | FSFulfill |
| | | Field Service Mobile Inventory Transaction Engine | FSInvTxn |
| | | Service Order Part Locator Engine | FSLocate |
| | | Preventive Maintenance Engine | FSPrevMnt |
| | | Field Service Replenishment Engine | FSRepl |
| | | Appointment Booking Engine | ApptBook |
| | | Optimization Engine | Optimizer |
| | | Field Service Object Manager | SFSObjMgr |
| Handheld Synchronization | HandheldSync | Siebel Service Handheld 7.5 | ServiceCEOObjMgr |
| | | Handheld Sales CE | SalesCEOObjMgr |
| Incentive Compensation | IComp | ICM Calc Engine | ICMCalcEngine |
| | | ICM CalcWkbk Import | ICMCalcImport |
| | | ICM Order Import | ICMOrderImport |
| | | ICM Quota Import | ICMQuotaImport |
| | | Incentive Compensation Mgr | ICompMgr |
| | | ICM Container Calculation | ICMContainerCalc |
| | | ICM Container Recalculation | ICMContainerRetro |

Table 22. Predefined Siebel Server Component Groups

| Component Group Name | Short Name | Component Name | Short Name |
|-----------------------------------|--------------|--|-------------------|
| Siebel ISS | ISS | Siebel Product Configuration Object Manager | eProdCfgObjMgr |
| | | eSales Object Manager | eSalesObjMgr |
| | | eCustomer Object Manager | eCustomerObjMgr |
| Marketing Object Manager | MktgOM | Marketing Object Manager | SObjMgr |
| | | eMarketing Object Manager | eMarketObjMgr |
| | | eEvents Object Manager | eEventsObjMgr |
| Marketing Server | MktgSrv | List Import Service Manager | ListImportSvcMgr |
| Oracle Connector | ORCL | Oracle Receiver | ORCLRcvr |
| PIM Server Integration Management | PIMSI | PIMSI Engine | PIMSIEng |
| Sales Credit Assignment | CreditAsgn | Incentive Compensation Credit Assignment DB Operations Bus Svc | ICompCreditAsgnDB |
| | | Incentive Compensation Credit Assignment Engine | ICompCreditAsgn |
| | | Incentive Compensation Credit Rules to AM Rules Update Mgr | ICompCreditUpMgr |
| | | Incentive Compensation Rule Manager Business Svc | ICompRuleMgrSvc |
| Sales Hierarchy Service | SalesHierSvc | Sales Hierarchy Service Manager | SalesHierSvcMgr |

Table 22. Predefined Siebel Server Component Groups

| Component Group Name | Short Name | Component Name | Short Name |
|----------------------------|--------------|--|------------------|
| Siebel Remote | Remote | Database Extract | DbXtract |
| | | Generate New Database | GenNewDb |
| | | Replication Agent | RepAgent |
| | | Synchronization Manager | SynchMgr |
| | | Transaction Merger | TxnMerge |
| | | Transaction Processor | TxnProc |
| | | Transaction Router | TxnRoute |
| | | Parallel Database Extract | PDbXtract |
| Siebel To Siebel Connector | S2S | HA Upgrade MQSeries Server Receiver | HAUpgradeMqRcvr |
| | | Siebel to Siebel MQSeries Receiver | S2SMqRcvr |
| | | Siebel to Siebel MSMQ Receiver | S2SMSMQRcvr |
| Siebel Sales | Sales | Sales Object Manager | SSEObjMgr |
| | | Siebel Mobile Connector Object Manager | SMCObjMgr |
| SAP Connector | SAP | SAP IDOC Receiver for MQ Series | SAPIdocMqRcvr |
| | | SAP IDOC AMI Receiver for MQ Series | SAPIdocAMIMqRcvr |
| | | SAP Send Transaction | SAPSendTrans |
| | | SAP Process Transaction | SAPProcessTrans |
| | | SAP BAPI tRFC Receiver | BAPIRcvr |
| Siebel Anywhere | SiebAnywhere | Upgrade Kit Builder | UpgKitBlDr |

Table 22. Predefined Siebel Server Component Groups

| Component Group Name | Short Name | Component Name | Short Name |
|----------------------|------------|---|------------------------|
| System Management | System | Client Administration | ClientAdmin |
| | | Server Manager | ServerMgr |
| | | Server Request Broker | SRBroker |
| | | Server Request Processor | SRProc |
| | | Server Tables Cleanup | SvrTblCleanup |
| | | Siebel Administrator Notification Component | AdminNotify |
| | | Siebel Connection Broker | SCBroker |
| | | Siebel Server | SiebSrvr |
| | | Siebel Server Scheduler | SrvrSched |
| | | File System Manager | FSMSrvr |
| Siebel Wireless | Wireless | Siebel Sales Wireless | WirelessSalesObjMgr |
| | | Siebel Service Wireless | WirelessServiceObjMgr |
| | | Siebel eChannel Wireless | WirelesseChannelObjMgr |
| | | Siebel Self Service Wireless | WirelesseServiceObjMgr |
| Workflow Management | Workflow | Generate Triggers | GenTrig |
| | | Workflow Monitor Agent | WorkMon |
| | | Workflow Process Batch Manager | WfProcBatchMgr |
| | | Workflow Process Manager | WfProcMgr |
| | | Workflow Action Agent | WorkActn |
| | | Workflow Recovery Manager | WfRecvMgr |

Siebel Server Components

Table 23 lists the predefined Siebel Server components.

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|--------------------------------------|----------------------|-------------|----------------|--|
| Appointment Booking Engine | ApptBook | Batch | Y | Book appointments. |
| Assignment Manager | AsgnSrvr | Batch | Y | Automatic data assignment engine that assigns positions and employees to objects ¹ . See <i>Siebel Assignment Manager Administration Guide</i> for further details. |
| Batch Assignment | AsgnBatch | Batch | N | Batch assigns positions and employees to objects. See <i>Siebel Assignment Manager Administration Guide</i> for further details. |
| Business Integration Batch Manager | BusIntBatchMgr | Batch | Y | Manages business integration data flows in batch mode. |
| Business Integration Manager | BusIntMgr | Batch | Y | Executes business integration data flows. |
| Call Center Object Manager | SCCObjMgr | Interactive | Y | Siebel Call Center object manager. |
| Client Administration | ClientAdmin | Background | Y | Manages license enforcement. |
| Communications Configuration Manager | CommConfigMgr | Batch | Y | Download and cache communications configuration. See <i>Siebel Communications Server Administration Guide</i> for further details. |
| Communications Inbound Processor | CommInboundProcessor | Batch | Y | Processes queued communication events. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|---|-------------------|-------------|----------------|--|
| Communications Inbound Receiver | CommInboundRcvr | Batch | Y | Queues inbound communication events. |
| Communications Outbound Manager | CommOutboundMgr | Batch | Y | Sends messages to recipients associated with business object instances. See <i>Siebel Communications Server Administration Guide</i> for further details. |
| Communications Session Manager | CommSessionMgr | Batch | Y | Interact with end user for utilizing communications channels. See <i>Siebel Communications Server Administration Guide</i> for further details. |
| Content Project Publish | ContProjPub | Batch | Y | Publish a content project. |
| Content Project Start | ContProjStart | Batch | Y | Start a content project. |
| Core Reference Application Object Manager | CRAObjMgr | Interactive | Y | Siebel Core Reference Application Object Manager. |
| D&B Update Mgr (D&B) | DNBUpMgrDNB | Batch | N | Updates D&B tables with subscription data. See <i>Applications Administration Guide</i> for further details. |
| D&B Update Mgr (Multi-task) | DNBUpMgrMultiTask | Batch | Y | Creates multiple D&B Update Mgr (D&B) or D&B Update Mgr (Siebel) processes by sending asynchronous requests. See <i>Applications Administration Guide</i> for further details. |
| D&B Update Mgr (Siebel) | DNBUpMgrSieb | Batch | N | Updates Siebel tables with subscription data. See <i>Applications Administration Guide</i> for further details. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|-----------------------------------|--------------------|-------------|----------------|--|
| Data Quality Manager | Dqmgr | Batch | Y | Cleanses data and deduplicates records. See <i>Siebel Data Quality Administration Guide</i> for further details. |
| Database Extract | DbXtract | Batch | N | Extracts visible data for a Siebel Remote client. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details. |
| DCommerce Alerts | DCommerceAlerts | Background | N | Background process that manages DCommerce alerts. |
| DCommerce Automatic Auction Close | DCommerceAutoClose | Background | N | Background process that detects and closes auctions. |
| Document Server | DocServer | Batch | Y | Generates documents. See <i>Applications Administration Guide</i> for further details. |
| Dynamic Commerce | DynamicCommerce | Batch | Y | Dynamic Commerce master services. |
| EAI Object Manager | EAIObjMgr | Interactive | Y | Siebel EAI Object Manager. |
| eChannel Object Manager | eChannelObjMgr | Interactive | Y | Siebel eChannel Object Manager. |
| eCustomer Object Manager | eCustomerObjMgr | Interactive | Y | Siebel eCustomer Object Manager. |
| eEvents Object Manager | eEventsObjMgr | Interactive | Y | Siebel eEvents Object Manager |
| EMail Manager | MailMgr | Background | N | Sends individual email response. See <i>Siebel Business Process Designer Administration Guide</i> for further details. |
| eMarketing Object Manager | eMarketObjMgr | Interactive | Y | Siebel eMarketing Object Manager. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|--|-----------------|-------------|----------------|--|
| Employee Relationship Management Administration Object Manager | ERMAAdminObjMgr | Interactive | Y | Siebel Employee Relationship Management Administration Object Manager. |
| Employee Relationship Management Embedded Object Manager | ERMEmbObjMgr | Interactive | Y | Siebel Employee Relationship Management Embedded Object Manager. |
| Employee Relationship Management Object Manager | ERMObjMgr | Interactive | Y | Siebel Employee Relationship Management Object Manager. |
| Enterprise Integration Manager | EIM | Batch | N | Integrates enterprise data to and from other systems ² . See <i>Siebel Enterprise Integration Manager Administration Guide</i> for further details. |
| ERM Compensation Planning Service | ERMCompPlanSvc | Batch | Y | Handles tasks for budget creation, compensation plan creation, and other facets of Compensation Planning. |
| eSales Object Manager | eSalesObjMgr | Interactive | Y | Siebel eSales Object Manager. See <i>Siebel eSales Administration Guide</i> for further details. |
| eService Object Manager | eServiceObjMgr | Interactive | Y | Siebel eService Object Manager. |
| eTraining Object Manager | eTrainingObjMgr | Interactive | Y | Siebel eTraining Object Manager. |
| Field Service Cycle Counting Engine | FSCycCnt | Batch | Y | Field Service Cycle Counting Engine ² . See <i>Siebel Field Service Guide</i> for further details. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|---|-----------------|-------------|----------------|--|
| Field Service Mobile Inventory Transaction Engine | FSInvTxn | Batch | Y | Field Service Mobile Inventory Transaction Engine ² . |
| Field Service Object Manager | SFSObjMgr | Interactive | Y | Siebel Field Service Object Manager ² . |
| Field Service Replenishment Engine | FSRepl | Batch | Y | Replenishes inventory locations ² . |
| File System Manager | FSMSrvr | Batch | Y | The file system manager component. See "Administering the Siebel File System" on page 139 for further details. |
| Forecast Service Manager | FcstSvcMgr | Batch | Y | Execute Forecast Operations. See <i>Siebel Forecasting Guide</i> for further details. |
| Generate New Database | GenNewDb | Batch | N | Generates a new Sybase SQL Anywhere database template file for Siebel Remote. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details. |
| Generate Triggers | GenTrig | Batch | N | Generates triggers for Workflow Manager and Assignment Manager. See <i>Siebel Business Process Designer Administration Guide</i> for further details. |
| HA Upgrade MQSeries Server Receiver | HAUpgradeMqRcvr | Background | N | Preconfigured receiver for HA Upgrade in-bound MQSeries server messages. |
| Handheld Sales CE | SalesCEObjMgr | Interactive | Y | Handheld Sales CE Object Manager. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|-----------------------------|-------------------|-------|----------------|--|
| ICM Calc Engine | ICMCalcEngine | Batch | Y | Incentive Compensation - Compensation Calculation Engine. See <i>Siebel Incentive Compensation Administration Guide</i> for further details. |
| ICM CalcWkbk Import | ICMCalcImport | Batch | Y | Incentive Compensation - Transaction to Calculation Workbook processor. See <i>Siebel Incentive Compensation Administration Guide</i> for further details. |
| ICM Container Calculation | ICMContainerCalc | Batch | Y | Incentive Compensation - Container Calculation. See <i>Siebel Incentive Compensation Administration Guide</i> for further details. |
| ICM Container Recalculation | ICMContainerRetro | Batch | Y | Incentive Compensation - Container Recalculation. See <i>Siebel Incentive Compensation Administration Guide</i> for further details. |
| ICM Order Import | ICMOrderImport | Batch | Y | Incentive Compensation - Order to Transaction Workbook processor. See <i>Siebel Incentive Compensation Administration Guide</i> for further details. |
| ICM Quota Import | ICMQuotaImport | Batch | Y | Incentive Compensation - Plan Quota Import. See <i>Siebel Incentive Compensation Administration Guide</i> for further details. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|--|-------------------|-------------|----------------|--|
| Incentive Compensation Credit Assignment DB Operations Bus Svc | ICompCreditAsgnDB | Batch | Y | Incentive compensation Credit Assignment DB Operations Business Service. |
| Incentive Compensation Credit Assignment Engine | ICompCreditAsgn | Batch | Y | Calculates Credit Assignments for Incentive Compensation. |
| Incentive Compensation Credit Rules to AM Rules Update Mgr | ICompCreditUpMgr | Batch | N | Updates and creates AM rules using RTI. |
| Incentive Compensation Rule Manager Business Svc | ICompRuleMgrSvc | Batch | Y | Converts Sales Crediting Rules into AM Rules for each Hierarchy. |
| Incentive Compensation Manager | ICompMgr | Batch | Y | Calculates incentive compensations ² . |
| JMS Receiver | JMSReceiver | Background | N | Preconfigured receiver for inbound JMS messages. |
| List Import Service Manager | ListImportSvcMgr | Batch | Y | Loads lists of data into the Siebel Database ² . |
| Marketing Object Manager | SObjMgr | Interactive | Y | Siebel Marketing Object Manager. |
| MQSeries AMI Receiver | MqSeriesAMIRcvr | Background | N | Preconfigured receiver for inbound MQSeries AMI messages. See <i>Transports and Interfaces: Siebel eBusiness Application Integration Volume III</i> for further details. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|--------------------------------|-----------------|-------------|----------------|---|
| MQSeries Server Receiver | MqSeriesSrvRcvr | Background | N | Preconfigured receiver for inbound MQSeries server messages. See <i>Transports and Interfaces: Siebel eBusiness Application Integration Volume III</i> for further details. |
| MSMQ Receiver | MSMQRcvr | Background | N | Preconfigured receiver for inbound MSMQ server messages. See <i>Transports and Interfaces: Siebel eBusiness Application Integration Volume III</i> for further details. |
| Optimization Engine | Optimizer | Batch | Y | Optimize vehicle routing. See <i>Siebel Field Service Guide</i> for further details. |
| Oracle Receiver | ORCLRcvr | Background | N | Preconfigured receiver for inbound Oracle. See <i>Siebel Connector for Oracle Applications</i> for further details. |
| Page Manager | PageMgr | Background | N | Sends pages generated by the Workflow Manager. See <i>Siebel Business Process Designer Administration Guide</i> for further details. |
| Parallel Database Extract | PDbXtract | Batch | N | Extracts visible data for a Siebel Remote or Replication Manager client. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details. |
| Partner Manager Object Manager | PManagerObjMgr | Interactive | Y | Siebel Partner Manager Object Manager. |
| PIMSI Engine | PIMSIEng | Batch | Y | Executes real-time Business Processes. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|-------------------------------------|------------------|-------------|----------------|---|
| Preventive Maintenance Engine | FSPrevMnt | Batch | Y | Generates service requests and activities for preventive maintenance. See <i>Siebel Field Service Guide</i> for further details. |
| Replication Agent | RepAgent | Background | N | Synchronizes a regional database with a parent database. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details. |
| Sales Hierarchy Service Manager | SalesHierSvcMgr | Batch | Y | Batch Executes Sales Hierarchy Service Operations. |
| Sales Object Manager | SSEObjMgr | Interactive | Y | Siebel Sales Object Manager. |
| SAP BAPI tRFC Receiver | BAPIRcvr | Background | N | Preconfigured receiver for inbound SAP IDOCs and tRFC calls. See <i>Siebel Connector for SAP R/3</i> for further details. |
| SAP IDOC AMI Receiver for MQ Series | SAPIdocAMIMqRcvr | Background | N | Preconfigured receiver for inbound SAP IDOCs through AMI MQSeries. See <i>Siebel Connector for SAP R/3</i> for further details. |
| SAP IDOC Receiver for MQ Series | SAPIdocMqRcvr | Background | N | Preconfigured receiver for inbound SAP IDOCs through MQ Series. |
| SAP Process Transaction | SAPProcessTrans | Background | N | Preconfigured service to reprocess transactions into Siebel from EAI Queue. See <i>Siebel Connector for SAP R/3</i> for further details. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|-----------------------------------|---------------|-------------|----------------|---|
| SAP Send Transaction | SAPSendTrans | Background | N | Preconfigured service resends transactions from the EAI Queue. See <i>Siebel Connector for SAP R/3</i> for further details. |
| Server Manager | ServerMgr | Background | N | Administration of Siebel Servers within the Siebel Enterprise Server. See "About Siebel Server Manager" on page 15 for further details. |
| Server Request Broker | SRBroker | Interactive | Y | Route requests and asynchronous notification among clients and components. See "About Server Request Broker (SRBroker)" on page 137 for further details. |
| Server Request Processor | SRProc | Background | Y | Server Request scheduler and request/notification store and forward processor. See "About Server Request Processor (SRProc)" on page 138 for further details. |
| Server Tables Cleanup | SvrTblCleanup | Background | N | Deletes completed and expired Server Request records. |
| Service Order Fulfillment Engine | FSFulfill | Batch | Y | Fulfills pending service orders. See <i>Siebel Field Service Guide</i> for further details. |
| Service Order Part Locator Engine | FSLocate | Batch | Y | Locates pending service orders. See <i>Siebel Field Service Guide</i> for further details. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|---|------------------------|-------------|----------------|--|
| Siebel Administrator Notification Component | AdminNotify | Batch | Y | Administers the server component notification feature. For further information, see “About System Alert Notification” on page 77 . |
| Siebel Connection Broker | SCBroker | Background | N | Brokers inbound connection requests for interactive-mode server components (AOMs), and load-balances session requests between multiple instances of interactive-mode server components |
| Siebel eChannel Wireless | WirelesseChannelObjMgr | Interactive | Y | Siebel eChannel Wireless Object Manager. See <i>Siebel Wireless Administration Guide</i> for further details. |
| Siebel Mobile Connector Object Manager | SMCObjMgr | Interactive | Y | Siebel Mobile connector Object manager. |
| Siebel Product Configuration Object Manager | eProdCfgObjMgr | Interactive | Y | Configuration server for complex products. |
| Siebel Sales Wireless | WirelessSalesObjMgr | Interactive | Y | Siebel Sales Wireless Object Manager. See <i>Siebel Wireless Administration Guide</i> for further details. |
| Siebel Self Service Wireless | WirelesseServiceObjMgr | Interactive | Y | Siebel Self Service Wireless Object Manager. See <i>Siebel Wireless Administration Guide</i> for further details. |
| Siebel Server | SiebSrvr | Background | N | Siebel Server root process and network listener. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|------------------------------------|-----------------------|-------------|----------------|--|
| Siebel Server Scheduler | SrvrSched | Background | N | Schedulers Siebel Server job execution. |
| Siebel Service Handheld 7.5 | ServiceCEObjMgr | Interactive | Y | Siebel Service Handheld 7.5. |
| Siebel Service Wireless | WirelessServiceObjMgr | Interactive | Y | Siebel Service Wireless Object manager. See <i>Siebel Wireless Administration Guide</i> for further details. |
| Siebel to Siebel MQSeries Receiver | S2SMqRcvr | Background | N | Preconfigured receiver for Siebel-to-Siebel inbound MQSeries server messages. See <i>Siebel Connector for Siebel eBusiness Applications</i> for further details. |
| Siebel to Siebel MSMQ Receiver | S2SMSMQRcvr | Background | N | Preconfigured receiver for Siebel-to-Siebel inbound MSMQ server messages. |
| Smart Answer Manager | SmartAnswer | Batch | Y | Categorize Text Message. See <i>Siebel Smart Answer Administration Guide</i> for further details. |
| SMQ Receiver | SMQReceiver | Background | N | Preconfigured receiver for inbound SMQ messages. |
| Synchronization Manager | SynchMgr | Interactive | Y | Manages Siebel Remote and Replication Manager synchronization sessions. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|------------------------|------------|------------|----------------|--|
| Transaction Merger | TxnMerge | Background | N | Merges transactions from Siebel Remote and Replication Manager clients into the Siebel database server. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details. |
| Transaction Processor | TxnProc | Background | N | Prepares the transaction log for the Transaction Router. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details. |
| Transaction Router | TxnRoute | Background | N | Routes visible transactions to Siebel Remote and Replication Manager clients. See <i>Siebel Remote and Replication Manager Administration Guide</i> for further details. |
| Upgrade Kit Builder | UpgKitBldr | Batch | Y | Creates the Upgrade Kit based on information collected by the Kit Wizard UI. See <i>Siebel Anywhere Administration Guide</i> for further details. |
| Workflow Action Agent | WorkActn | Background | N | Executes Workflow Manager actions. See <i>Siebel Business Process Designer Administration Guide</i> for further details. |
| Workflow Monitor Agent | WorkMon | Background | N | Monitors Workflow Manager events. See <i>Siebel Business Process Designer Administration Guide</i> for further details. |

Table 23. Predefined Siebel Server Components

| Component Name | Alias | Mode | Multi-threaded | Description |
|--------------------------------|----------------|-------|----------------|--|
| Workflow Process Batch Manager | WfProcBatchMgr | Batch | Y | Executes business processes in batch. See <i>Siebel Business Process Designer Administration Guide</i> for further details. |
| Workflow Process Manager | WfProcMgr | Batch | Y | Executes real-time business processes. See <i>Siebel Business Process Designer Administration Guide</i> for further details. |
| Workflow Recovery Manager | WfRecvMgr | Batch | Y | Recovers interrupted Business Processes due to Siebel Server failures. |

1. To run Interactive Assignment, the Server Request Processor component must also be running.
2. For this component to run, the Server Request Processor component must also be running.

Parameters

Table 24 lists the Siebel Enterprise Server, Siebel Server, and generic parameters and their related attributes. Full descriptions of each parameter follow this table.

Table 24. Parameters and Attributes

| Parameter Name | Alias | Level | Req | Override | Effective Immed | Dynamic | Default Value ¹ |
|-------------------------------|-----------------|------------|-----|----------|-----------------|---------|----------------------------|
| Enterprise Server Description | Enterprise Desc | Enterprise | N | N | N | N | |
| Indexspace Name | IdxSpace | Enterprise | N | Y | Y | Y | |
| ODBC Data Source | Connect | Enterprise | Y | Y | Y | N | *** |
| Siebel File System | FileSystem | Enterprise | Y | Y | Y | N | *** |
| Siebel Repository | Repository | Enterprise | N | Y | N | N | Siebel Repository |
| Table Owner | TableOwner | Enterprise | N | Y | Y | N | *** |

Table 24. Parameters and Attributes

| Parameter Name | Alias | Level | Req | Override | Effective Immed | Dynamic | Default Value ¹ |
|-------------------------------|------------------------|------------|-----|----------|-----------------|---------|----------------------------|
| Table Owner Password | TableOwnPas s | Enterprise | N | Y | Y | Y | |
| Tablespace Name | TblSpace | Enterprise | N | Y | Y | Y | |
| Upgrade Component | Upgrade Component | Enterprise | N | N | Y | N | Siebel HQ Server |
| Auto Startup Mode | AutoStart | Server | N | N | Y | N | TRUE |
| Communication Transport | Comm | Server | Y | N | Y | N | TCPIP |
| Compression Type | Compress | Server | N | N | Y | N | NONE |
| Encryption Type | Crypt | Server | N | N | Y | N | NONE |
| Host Name | Host | Server | Y | N | N | N | |
| Log Archive Keep | LogArchive | Server | N | N | Y | N | 10 |
| Log Segment Size | LogSegment Size | Server | N | N | N | N | |
| Log Maximum Segments | LogMaxSegm ents | Server | N | N | N | N | |
| Server Description | ServerDesc | Server | N | N | N | N | |
| Server Shutdown Wait Time | ShutdownTim e | Server | N | N | Y | Y | 60 |
| Siebel Root Directory | RootDir | Server | Y | N | N | N | *** |
| Siebel Server Name | Server | Server | Y | N | Y | N | *** |
| Synchronization Port | SyncPort | Server | Y | N | Y | N | 40400 |
| Alert Level | AlertLevel | Generic | N | Y | Y | Y | 1 |
| Application Datasource | CFGDatasour ce | Generic | N | | Y | N | ServerDa taSrc |
| Application Scripting Enabled | CFGEnableSc ripting | Generic | N | | Y | N | TRUE |

Table 24. Parameters and Attributes

| Parameter Name | Alias | Level | Req | Override | Effective Immed | Dynamic | Default Value ¹ |
|---|------------------------|---------|-----|----------|-----------------|---------|----------------------------|
| Application Shared Mode users directory | CFGSharedModeUsersDir | Generic | N | | Y | N | |
| Auto Restart | AutoRestart | Generic | N | N | N | N | FALSE |
| Compressed File Download | CompressedFileDownload | Generic | N | N | N | N | TRUE |
| DB Multiplex - Max Number of Shared DB Connections | MaxSharedDbConns | Generic | N | | N | N | -1 |
| DB Multiplex - Min Number of Dedicated DB Connections | MinTrxDBConns | Generic | N | | N | N | -1 |
| DB Multiplex - Min Number of Shared DB Connections | MinSharedDbConns | Generic | N | | N | N | -1 |
| Default Processes | DfltProcs | Generic | Y | Y | Y | Y | 0 |
| Default Tasks | DfltTasks | Generic | Y | N | N | N | 0 |
| Error Flags | ErrorFlags | Generic | N | Y | Y | Y | 0 |
| Flush Frequency | FlushFreq | Generic | N | Y | Y | Y | 0 |
| Honor MaxTasks | HonorMaxTasks | Generic | N | N | N | N | FALSE |
| Language Code | Lang | Generic | Y | Y | Y | N | ENU |
| Locale Code | LocaleCode | Generic | Y | Y | Y | N | *** |
| Local load balancing upper threshold | UpperThreshold | Generic | N | Y | N | N | 100 |
| Log Print Timestamp | LogTimestamp | Generic | N | Y | Y | Y | FALSE |
| Maximum MT Servers | MaxMTServers | Generic | Y | N | N | N | 1 |
| Maximum Processes | MaxProcs | Generic | Y | Y | N | N | 20 |

Table 24. Parameters and Attributes

| Parameter Name | Alias | Level | Req | Override | Effective Immed | Dynamic | Default Value ¹ |
|--|--------------------|---------|-----|----------|-----------------|---------|-------------------------------------|
| Maximum Tasks | MaxTasks | Generic | Y | N | N | N | +++ |
| Memory-Based Multithread Component Recycling | MemoryBasedRecycle | Generic | N | Y | N | N | FALSE |
| Minimum MT Servers | MinMTServers | Generic | Y | N | N | N | 1 |
| Minimum Up Time | MinUpTime | Generic | N | N | N | N | 60 |
| Multithreaded | Threaded | Generic | Y | N | N | N | FALSE |
| Number of Restarts | NumRestart | Generic | N | N | N | N | 10 |
| Number of Retries | NumRetries | Generic | N | N | N | N | 10000 |
| Number of Sessions per SISNAPI Connection | SessPerSisnConn | Generic | N | | | N | 20 |
| OM—Data Source | DataSource | Generic | N | | Y | N | ServerDataSource |
| OM—Named Data Source name | NamedDataSource | Generic | N | | Y | N | ServerDataSource, GatewayDataSource |
| OM—Model Cache Maximum | ModelCacheMax | Generic | N | | Y | N | 10 |
| OM—Preload SRF Data | PreloadSRF | Generic | N | | N | N | FALSE |
| OM—Resource Language Code | ResourceLanguage | Generic | N | | Y | N | |
| Password | Password | Generic | Y | Y | Y | Y | *** |
| Process Memory Usage Limit | MemoryLimit | Generic | N | Y | N | N | 1500 |
| Recycle Factor | RecycleFactor | Generic | Y | | | N | 0 |
| Retry Interval | RetryInterval | Generic | N | N | N | N | 5 |
| Retry Up Time | RetryUpTime | Generic | N | N | N | N | 600 |

Table 24. Parameters and Attributes

| Parameter Name | Alias | Level | Req | Override | Effective Immed | Dynamic | Default Value ¹ |
|--------------------------------------|------------------|---------|-----|----------|-----------------|---------|----------------------------|
| SISNAPI Connection Maximum Idle Time | ConnIdleTime | Generic | N | Y | Y | N | -1 |
| SISNAPI—Log Traffic | LogTraffic | Generic | N | | Y | Y | FALSE |
| Sleep Time | SleepTime | Generic | N | Y | Y | Y | 60 |
| SQL Trace Flags | SQLFlags | Generic | N | Y | Y | Y | 0 |
| Static Port Number | PortNumber | Generic | Y | N | Y | N | 0 |
| Trace Flags | TraceFlags | Generic | N | Y | Y | Y | 0 |
| Use IP Address | UseIPAddress | Generic | N | N | N | N | TRUE |
| Use Shared Log File | LogUseSharedFile | Generic | N | | | N | FALSE |
| User Name | Username | Generic | Y | Y | Y | Y | *** |

- Parameters with *** as the default value are initially set during the installation of the Siebel Server (based on the configuration specified by the administrator in response to Install Wizard prompts).
- Parameters with +++ as the default value have default values that differ from component to component. Review the documentation pertinent to the individual component for further information.

Siebel Enterprise Server Parameters

This section describes in detail the Siebel Enterprise Server parameters listed in [Table 24 on page 175](#).

Enterprise Server Description. This is a description of the Siebel Enterprise Server, used for identification in Server Manager views. The system prompts you for the value of this parameter during the configuration of the Siebel Enterprise Server when the first Siebel Server is installed.

Indexspace Name. Indexspace name for the Siebel database schema tables. This parameter specifies the name of the storage space in which to create the indexes for the Siebel database schema. The exact physical meaning of this parameter is database platform-specific. For more information, see the *Siebel Installation Guide* for the operating system you are using to determine if this parameter is supported for your database platform.

ODBC Data Source. ODBC data source name for the Siebel database schema connectivity. The default data source is created during the Siebel Server installation process, but may be overridden for a component or task. This data source must be created as a system DSN. Note that this parameter is case-sensitive.

Siebel File System. Siebel File System pathname. The specification of the File System path must be valid relative to the machine on which the Siebel Server is installed. For the following server components, you need to append \att to the pathname for this parameter (such as \\server_name\fs\att):

- Transaction Processor
- Transaction Router
- Transaction Merger
- Synchronization Manager
- Replication Agent
- Database Extract
- Parallel Database Extract
- Generate New Database
- List Manager
- Enterprise Integration Manager

NOTE: Specify only one pathname as a value for this parameter.

Siebel Repository. Name of the Siebel Repository for application configuration information. The default value is Siebel Repository. There can only be one active repository for each database.

Table Owner. Table owner for the Siebel database schema.

- For Oracle, you are prompted for the default value for Table Owner during the Siebel Server installation process.
- For Microsoft SQL Server, the value defaults to dbo.

Table Owner Password. Database password for the table owner account. This value must be set in order to run Siebel Server components that manipulate objects in the Siebel database schema (that is, the Generate Triggers and Replication Agent components).

Tablespace Name. Tablespace name for the Siebel Database schema tables. This parameter specifies the name of the storage space in which to create the tables for the Siebel database schema. The exact physical meaning of this parameter is database platform-specific. For more information, see the *Siebel Installation Guide* for the operating system you are using to determine if this parameter is supported for your database platform.

Upgrade Component. This parameter is used by Siebel Anywhere to determine which Siebel Anywhere configuration should be version-checked. By default, the value is Siebel HQ Server. On a regional Siebel Server, this value should be changed to Siebel Regional Server.

Siebel Server Parameters

This section describes in detail the Siebel Server parameters listed in [Table 24 on page 175](#).

Auto Startup Mode. This mode indicates if the Siebel Server components should start automatically on Siebel Server startup. This parameter defaults to TRUE, which indicates that the Siebel Server components should be fully enabled and the default number of Siebel Server processes should be started when the Siebel Server System Service is started (or the machine is restarted). If Auto Startup Mode is set to FALSE, the Siebel Server components will be in a shutdown state after the Siebel Server System Service is started.

Communication Transport. Name of the transport type for network communications (TCPIP or NetBIOS).

Compression Type. Type of compression for SISNAPI network communications (NONE or ZLIB) sent internally between the Siebel Web Server Extension (SWSE) and the Application Object Manager. This parameter is independent of the configuration file parameter DoCompression, which configures compression between the SWSE and the browser client. Make sure the compression type portion of the configuration file parameter ConnectString is the same as the Compression Type parameter. See [Appendix B, "Structure of the eapps.cfg File"](#) for details on the ConnectString parameter.

Encryption Type. Type of encryption for network communications between Siebel Web Server Extension and the Application Object Manager (NONE, MSCrypto, or RSA). If you are running the Siebel Web Server Extension and the Siebel Server on the same machine, you must set this parameter to either NONE or RSA. Make sure the encryption type portion of the configuration file parameter ConnectString is the same as the Compression Type parameter. See [Appendix B, "Structure of the eapps.cfg File"](#) for details on the ConnectString parameter.

Host Name. Name of the host machine on which the Siebel Server is installed. The value is set automatically during the installation of the Siebel Server, but may be changed if you want to route connection requests through a network card bound to a different host name.

Log Archive Keep. Number of log archive directories to keep in the logarchive directory. Each time the Siebel Server service starts, the current log subdirectory moves to the logarchive subdirectory, tagged with the incarnation number of the Siebel Server. This parameter indicates the number of previous logarchive directories to retain. If this parameter is set to 0, the current log subdirectory is not archived upon startup of the Siebel Server Service. If this parameter is set to -1, the Siebel Server keeps logarchive subdirectories. After moving the log directory, a new log directory is created, inheriting the permissions from the parent siebsrvr folder.

Log Segment Size. Determines how large a segment of the log file is in kilobytes. If you set this parameter to 5, the log segment will be 5 KB in size.

Log Maximum Segments. Determines the number of log segments that will be kept. If you set this parameter to 1, only one segment will be kept. When this segment reaches the size specified by the Log Segment Size parameter, the segment is overwritten. In general, you should set this parameter to a higher value, such as 20. In this case, the twenty-first segment overwrites the first segment, and so forth.

Server Description. This is a description of the Siebel Server, used for identification in Siebel Server Manager views. The value of this parameter is prompted for during the installation of the Siebel Server.

Server Shutdown Wait Time. Time to wait (in seconds) during a Siebel Server shutdown before killing component processes. When a Siebel Server is shut down (either from the Siebel Server Manager, when the Siebel Server System Service is stopped, or when the machine is shut down or restarted), the currently running component tasks are notified. If the tasks do not shut down within the time specified by the Server Shutdown Wait Time parameter, the Siebel Server kills the component processes directly and then finishes shutting down. The default value of this parameter is 60 seconds.

Siebel Root Directory. Root (install) directory for the Siebel Server. Every Siebel Server subdirectory should be directly under this directory (such as admin, dbtempl, docking, log, logarchive, upgrade). The value for this parameter should never be changed, unless the entire directory structure is moved.

Siebel Server Name. Name of the Siebel Server. This parameter is specified during the installation of the Siebel Server. The name of the Siebel Server may not be changed after it is installed. The Siebel Server Name parameter can contain only alpha characters, numerals, underscores, or a combination thereof; parameter names must also lead with an alpha character and can be no longer than 12 characters. For further information on the Siebel Server Name, see the *Siebel Installation Guide* for the operating system you are using.

Synchronization Port. TCP/IP port number for the Synchronization Server component. The mobile clients that synchronize with this Siebel Server must be configured to connect to this port when initiating a synchronization session (in the DockConnString parameter of the client configuration file).

Generic Parameters

This section describes in detail the generic parameters listed in [Table 24 on page 175](#). Many of these parameters can be set at the Siebel Enterprise Server, Siebel Server, or component levels.

Alert Level. This is the level of logging to the Server Alert File. The value is set to 1 by default, but more detailed information may be specified by setting the parameter to a higher value. Currently, only levels 1 and 2 are supported. Level 1 sends only information about abnormal process and task terminations to the Alert File. Level 2 sends information about every process or task as it exits, whether normally or unexpectedly.

Application Datasource. This parameter specifies the Siebel Application Object Manager default configuration datasource. The value for this parameter is one of the values listed for the OM—Named Data Source name parameter.

Application Scripting Enabled. This parameter determines if the Siebel Application Object Manager server component can execute a server script. If you flag this to true, scripting DLL files are loaded and the application can then execute scripts. The default value for this parameter is true. Setting this parameter to false also disables browser scripts in addition to server scripts.

Application Shared Mode users directory. This parameter specifies the users directory used in shared mode. Update the value of this parameter if you change the location of the Siebel File System.

Auto Restart. This component can be restarted automatically. This parameter works in conjunction with the Number of Restarts parameter to determine the number of attempts that are made to restart the target component.

Compressed File Download. By default, files are downloaded to a client's browser in a compressed form when using Siebel File System Manager. On certain versions of Microsoft Internet Explorer, this may result in the renaming of the file. If you want to disable compressed file download, then set this parameter to FALSE for the Application Object Manager that you want this feature to be disabled. Default value is TRUE.

DB Multiplex - Max Number of Shared DB Connections. The DB Multiplex - Max Number of Shared DB Connections parameter is one of two (the other being DB Multiplex - Min Number of Shared DB Connections) that configure shared database connections. Shared connections are used by most Application Object Manager operations. The DB Multiplex - Max Number of Shared DB Connections parameter controls the maximum number of shared database connections, and is defined per component; that is, DB Multiplex - Max Number of Shared DB Connections controls the maximum total number of shared database connections for the component on each Siebel Server, not an instance (task or process) of the component. A setting of -1 disables this parameter and is the default setting.

DB Multiplex - Min Number of Dedicated DB Connections. The DB Multiplex - Min Number of Dedicated DB Connections parameter controls the minimum number of dedicated database connections within an Application Object Manager process. Dedicated database connections are used primarily by specialized Siebel components, such as Siebel eAI, that need transactions to span multiple Application Object Manager operations. The DB Multiplex - Min Number of Dedicated DB Connections parameter is defined per instance of the component; that is, DB Multiplex - Min Number of Dedicated DB Connections controls the minimum number of dedicated database connections for each instance (process) of the component, not for the entire component. This functionality is different from the parameters that configure shared database connections. A setting of -1 disables this parameter and is the default setting.

DB Multiplex - Min Number of Shared DB Connections. DB Multiplex - Min Number of Shared DB Connections is one of two parameters (the other being DB Multiplex - Max Number of Shared DB Connections) that configure shared database connections. Shared connections are used by most Application Object Manager operations. The DB Multiplex - Min Number of Shared DB Connections parameter controls the minimum number of shared database connections, and is defined per component; that is, DB Multiplex - Min Number of Shared DB Connections controls the minimum number of shared database connections a component tries to maintain on each Siebel Server across all instances of this component. A setting of -1 disables this parameter and is the default setting.

NOTE: Set the DB Multiplex - Min Number of Shared DB Connections parameter less than the value of the Maximum Tasks (alias MaxTasks) parameter. Setting this value greater than MaxTasks disables database connection pooling.

Default Processes. Default number of component processes to start on Siebel Server startup. This parameter only applies to components that are defined to run in background mode. The processes instantiated during Siebel Server startup connect to the database using the values for the following Siebel Server-level parameters, unless overridden at the component level for any of the background mode components:

- ODBC Data Source
- Username
- Password

Default Tasks. This is the number of processes to start for a background mode component when the component is started explicitly through the Siebel Server Manager, or when the Siebel Server is started (if the component state was last set to Running). Components with a Default Tasks parameter set to a value greater than zero start automatically when the Siebel Server is started.

Error Flags. Flags used for tracing error information. This parameter is used to turn on various types of component-specific error tracing.

Flush Frequency. Flush frequency of information logging output (number of writes between flushes). The default value for this parameter is 0, which indicates that every write to the information log is flushed to the file system. The flush frequency can be set to a higher number if a large amount of information logging is expected for a component task.

Honor MaxTasks. When the parameter value is TRUE, a component process that reaches Max Tasks stops accepting requests from the Server Request Broker. If another request is sent, an error message results. The process resumes accepting requests after some tasks finish. If the parameter value is FALSE, all requests are queued in the component process.

Language Code. Three-letter language code for the component processes. Translatable messages (including error messages) are output in the specified language. The translated message files for the language must exist in the locale subdirectory of the Siebel Server installation.

Locale Code. Three-letter locale code for the component processes. A locale is a set of rules guiding how common data is displayed to the user or is received from the user. Siebel eBusiness Applications support formatting of data, such as dates, time, numbers, and currency, based on locale settings. Locales are administered using the Locale Administration View.

Local load balancing upper threshold. This parameter determines the load threshold at which a new Application Object Manager (AOM) process launches, and is based on the load percentage of a given AOM process. For example, setting this parameter to 80 percent on an AOM that handles 50 concurrent sessions launches a new AOM process when 40 sessions become active. The default value is 100 percent. For further information on load balancing, see *Deployment Planning Guide*.

NOTE: If the AOM parameter Minimum MT Servers (alias MinMTServers) is equal to Maximum MT Servers (alias MaxMTServers), the effective value for this parameter is 100 percent despite the actual setting.

Log Print Timestamp. This parameter specifies whether to print a timestamp on records written to the trace files. The value is set to TRUE by default, but administrators may want to override it to FALSE for components that perform a large amount of logging (or if a high value is set for the Trace Flags or SQL Trace Flags parameters).

Maximum MT Servers. This is the maximum number of multithreaded Siebel Server processes to be run concurrently for a component that has multithreading enabled. Note that only batch mode and interactive mode components may run with multithreaded set to TRUE. Tasks and client sessions run as threads within the multithreaded Siebel Server processes. The number of tasks that may run in each Siebel Server process is determined by the value of the Maximum Tasks parameter divided by Max MT Servers. You should increase or decrease this value based on the number of users for the given component process.

Maximum Processes. The maximum number of concurrent running processes for a Siebel Server component. The Siebel Server must be restarted in order for any changes to this parameter to take effect.

Maximum Tasks. The maximum number of background mode, batch mode, or interactive mode processes or threads that may run concurrently for a component. This value applies to threads for components that have multithreading enabled, or otherwise component processes. You should increase or decrease this value based on the number of users for the given component process. This value also determines the number of tasks for each component that are tracked by the Siebel Server.

NOTE: Multithreaded Siebel Server processes are not included in the counting of tasks. The tasks run as threads within the processes; these multithreaded processes are guided by the Min MT Servers and Max MT Servers parameters.

Memory-Based Multithread Component Recycling. If set to TRUE, processes for this component are recycled automatically when virtual memory usage reaches a specified threshold. The threshold is set using the parameter Process Memory Usage Limit. For example, when a component is set with this parameter and the memory usage has exceeded the configured threshold, the recycling procedure begins by disabling new tasks, spawning a new process, and commencing a normal shutdown (that is, waiting for all tasks to finish before shutting down). The default value is FALSE. Use this parameter to remedy your application only if excessive memory usage created by memory leaks appears to exist.

Min MT Servers. The default number of multithreaded Siebel Server processes that are started for a component that has multithreading enabled. These processes are brought up when the component is started explicitly through the Siebel Server Manager, or when the Siebel Server is started (if the component state was last set to Running). Additional multithreaded Siebel Server processes are started as needed (namely, when the maximum number of threads that may run in a Siebel Server process has been reached), up to the value of the Max MT Servers parameter. Setting this parameter to 0 disables the component.

Minimum Up Time. Minimum time an MTS or Siebel Server-mode component needs to up for a restart to be successful (in seconds). In order for the component restart to be considered successful, the component must be running for the duration specified by this parameter. This parameter works with the Number of Restarts parameter to determine the number of restart attempts in a time interval allowed for a component ($\text{NumRestart} * \text{MinUpTime}$). If a component instance cannot be restarted after this time interval, no new restart is attempted (the component instance will not be running). The default value for this parameter is 60 seconds.

Multithreaded. Specifies whether the component is multithreaded or multiprocess. This parameter only applies to batch mode and interactive mode components. Use the default value for this parameter, and only change the value under the direct guidance of Siebel Technical Support or Professional Services.

Number of Restarts. Number of times an MTS or Siebel Server-mode component will be restarted if it exited with errors in less than the time set for Minimum Up Time. This parameter works with Auto Restart to determine if MTS or Siebel Server-mode components will be restarted. This parameter also works with the Minimum Up Time parameter to determine the number of restart attempts in a time interval allowed for a component ($\text{NumRestart} * \text{MinUpTime}$). If a component instance cannot be restarted after this time interval, no new restarts are attempted (the component instance will not be running). The default value for this parameter is 10.

Number of Retries. Number of retries for recovery. This parameter works with the Retry Interval and Retry Up Time parameters to reconnect MTS or Siebel Server-mode components to the database if database connectivity has been lost.

Number of Sessions per SISNAPI Connection. This parameter specifies how many sessions can be multiplexed (shared) through each SISNAPI connection (connections between the Web server [SWSE] and the Application Object Manager), which helps to reduce the number of open network connections. If Number of Sessions per SISNAPI Connection (alias SessPerSisnConn) is -1, all the sessions are created through only one SISNAPI connection. The default value for this parameter is 20; however, while 20 is a good value to use for user sessions, it does not apply to incoming HTTP requests from other systems (for example, EAI HTTP Adaptor Access).

OM—Data Source. This parameter specifies the Siebel Application Object Manager datasource in the configuration file.

OM—Named Data Source name. This parameter lists the named subsystems that the Siebel Application Object Manager preloads when it initializes—that is, all the datasources that the Object Manager might use are listed here.

OM—Model Cache Maximum. This parameter determines the size of the cache for model objects in Object Manager-based server components, such as Business Service Manager and Workflow Process Manager. Each model in the cache creates two database connections for the life of the model (one connection for insert, update, and delete operations; the other connection for read-only operations). The model cache improves performance for the object manager server components, and it is generally recommended not to disable this parameter. The default value is 10. A value of 0 disables this parameter, and the maximum setting for this parameter is 100.

OM—Preload SRF Data. This parameter determines whether to preload all Siebel repository file (SRF) information upon startup of a Siebel Object Manager server component. If the value is false (default setting), the Siebel repository file data is loaded only at first task or Web client connection request, which can delay the startup page.

OM—Resource Language Code. This parameter specifies the language code used for Siebel Application Object Manager resource DLLs. Each language has its own three-letter code identifier—for example, ENU identifies U.S. English.

Password. Database user password. This parameter specifies the password for the account referenced by the User Name parameter (both are prompted for during the Siebel Server installation process). The User Name and Password parameters are used to connect to the database for Siebel Update version checking, auto-startup of background mode components (see the description for the Auto Startup Mode parameter), and Synchronization Server processes.

Process Memory Usage Limit. This parameter sets the virtual memory usage threshold (in megabytes). A component process that reaches this threshold is recycled. The parameter to enable this feature is Memory-Based Multithread Component Recycling. Use this parameter to remedy your application only if excessive memory usage created by memory leaks appears to exist.

Recycle Factor. This parameter allows an alternate method to managing resources through the use of a rolling shutdown and restart of component processes. The Siebel Server components, however, do not require the recycling of processes. Use this parameter to remedy your application only if excessive memory usage appears to exist.

CAUTION: Only set this parameter with the direction of Siebel Technical Support.

Retry Interval. Defines the time interval before a series of retries are made for recovery. This parameter works with the Number of Retries and Retry Up Time parameters to reconnect MTS or Siebel Server-mode components to the database if database connectivity has been lost.

Retry Up Time. Minimum up-time for a new set of retries for recovery. This parameter works with the Number of Retries and Retry Interval parameters to reconnect MTS or Siebel Server-mode components to the database if database connectivity has been lost.

SISNAPI Connection Maximum Idle Time. This parameter configures connection timeout between the Web server and the Siebel Server. Valid values are numeric, specifying the period of idle time (in seconds) after which the connection is disconnected by the component. See the following table for parameter setting descriptions. It is recommended that you set this parameter to a value slightly below the firewall connection timeout value. The default value is -1.

| Parameter Value | Description |
|-----------------|--|
| < 0 | Disables this feature. |
| 0 >= and < 30 | Configures the minimum value for this parameter, 30 seconds. |
| > 30 | Configures that value in seconds. |

NOTE: There is no direct relationship between this parameter and the Session Timeout parameter in the configuration file. The SISNAPI Connection Maximum Idle Time parameter controls the SISNAPI connection behavior while the Session Timeout parameter controls the user session behavior.

SISNAPI—Log Traffic. This parameter specifies whether Siebel Application Object Manager records a log of all Siebel Internet Session API (application programming interface) messages. SISNAPI is a session-based remote procedure call (RPC) designed to support high responsiveness between the Siebel Server and client applications.

Sleep Time. Time to sleep between iterations (in seconds). This parameter is used for the sleep time of component processes running in background mode when the Siebel Server is idle.

SQL Trace Flags. Flags for tracing of SQL statements. If this parameter is set to 1, every SQL statement issued by the component tasks is logged to the information log file for each task. If this parameter is set to 2, each SQL statement is logged in addition to information about the number of parse, execute, and fetch calls, and timing information about each type of call.

Static Port Number. The network port number on which a component listens for client requests. If no value is specified, a unique port number is generated dynamically per component starting at port number 49150 and up depending on the number of components configured and the occupied ports above this number. This parameter applies to interactive, batch, and background mode components with the exception of all Application Object Manager (AOM) components. AOM components receive inbound traffic through the Siebel Connection Broker component (alias SCBroker). The port number, whether static or dynamic, is hidden from the end user and is provided primarily so that administrators can fix the port numbers used by a component for firewall configuration. If configuring this parameter, select a port number either below 49150 or high enough to make sure there are no conflicts with dynamically generated port numbers.

Trace Flags. Flags for component-specific tracing information. This parameter is used to turn on various types of component-specific tracing. See the chapters describing the individual Siebel Server components for a description of how to set this parameter for each component.

User IP Address. Specifies if the SISNAPI connect strings should be constructed using the IP address instead of the hostname. Default value is TRUE. Changing the value to FALSE affects performance because the hostname must be looked up each time it connects.

Use Shared Log Files. This parameter specifies whether all tasks within a component process should log to a shared file. When set to FALSE, one log file per task is generated.

User Name. Database user name. This parameter specifies the user name of the database account that is used by the Siebel Server or Siebel Server components that are not started interactively or in batch mode by the Siebel Server Manager. The password for this database account must be specified by the Password parameter (both are prompted for during the Siebel Server installation process). The User Name and Password parameters are used to connect to the database for Siebel Update version checking, auto-startup of background mode components (see the description for the Auto Startup Mode parameter described earlier), and Synchronization Server processes. When running component tasks from the Server Manager GUI, the value for the User Name parameter is used because the tasks are submitted as component jobs and launched using the Server Request Broker server component (alias SRBroker), which uses the User Name parameter value. When running component tasks from the Server Manager command-line interface—in the case of manually started batch or background mode components—the User Name parameter is that of the user who starts tasks on these components.

B

Structure of the eapps.cfg File

This appendix lists and describes the content of the eapps.cfg file. The eapps.cfg file is divided into sections that can be used to configure a selection of Siebel eBusiness Applications from a global standpoint or at the application level. These sections are described in the following pages. A number of parameters can also be manually input to control security, the ports used for Web server communications, and other operations.

The file includes language-specific Application Object Manager connect strings for every language supported by Siebel eBusiness Applications in the current release for every supported Siebel application. The format for the connect string is as follows:

```
ConnectionString = siebel.transport.encryption.compression://server:server_port/  
enterprise/AppObjMgr
```

where:

transport = Networking transport protocol.

encryption = Encryption type. Make sure the value chosen here is the same as that for the Encryption Type parameter. See ["Siebel Server Parameters" on page 181](#) for further information on this parameter.

compression = Data compression method. Make sure the value chosen here is the same as that for the Compression Type parameter. See ["Siebel Server Parameters" on page 181](#) for further information on this parameter.

server = IP address or hostname of the Siebel Server (or in the load-balanced case, the virtual IP address).

server_port = Port number on which the Siebel Connection Broker component (alias SCBroker) runs (or in the load-balanced case, the virtual port number). By default, this port number is 2321.

enterprise = Siebel Enterprise Server name.

AppObjMgr = Relevant Application Object Manager.

For example:

```
ConnectionString=siebel.TCPIP.none.None:\\SiebSrvr1:2321\Siebel\SalesCEObjMgr_sve\
```

Parameter Descriptions

These parameters appear in the eapps.cfg file, located in the \BIN subdirectory of your \SWEApp installation directory (\$SWEAPP_ROOT/bin on UNIX). The values you see are a combination of default settings and the values that you selected during the installation and configuration process. You can edit these parameters post-installation, as described in the following subsection.

[swe] Section

The parameters that follow can be found in this section of the eapps.cfg file. These parameters apply to all the selected Siebel eBusiness Applications.

Language

This is the language version of Siebel eBusiness Applications. For example, enu stands for U.S. English.

NOTE: To configure SWSE logging, set the appropriate environment variables. For information on this procedure, see *System Monitoring and Diagnostics Guide for Siebel eBusiness Applications*.

Log Directory

This is the location of the log directory, whose default location is

`\SWEApp\LOG (WINDOWS)`

`$SWEAPP_ROOT/log (UNIX)`

ClientRootDirectory

This is the location of SWSE plug-in installation, whose default location is `SWEAPP_ROOT`

SessionMonitor

Use this parameter to determine whether to gather statistics on all current sessions and report them in the SWSE stats page. To enable session monitoring, set SessionMonitor to TRUE. When this parameter is set to TRUE, the SWSE stats page contains information on sessions of users who have logged in to the system. If a user exits properly, using file->logout, this information is removed from the stats page. If a user exits out of the application by closing the application or if the session times out, the session information remains on the stats page until the Web server is restarted.

Session data includes each user's Username and unencrypted Session ID, so it is important to restrict visibility to the SWSE stats page when SessionMonitor is enabled. To prevent non-administrators from viewing the SWSE stats page, you can change the StatsPage parameter to a value known only to administrators.

If SessionMonitor is disabled (set to FALSE), sessions remain unmonitored and do not appear on the application SWSE stats page.

NOTE: The collection of session information results in a slight degradation in performance.

AllowStats

This parameter enables or disables application-specific statistics reporting in the SWSE stats page. To enable the collection of application-specific statistics, set AllowStats to TRUE. AllowStats set to FALSE disables statistics gathering. The default is TRUE (enable statistics collection).

NOTE: If set to FALSE, only system-level statistics are displayed on the SWSE stats page.

LogSegmentSize

This parameter determines how large a segment of the log file is in kilobytes. If you set this parameter to 5, the log segment will be 5 KB in size. A value of 0 turns off segmentation.

LogMaxSegments

This parameter determines the number of log segments that will be kept. If you set this parameter to 1, only one segment is kept. When this segment reaches the size specified by the Log Segment Size parameter, the segment is overwritten. In general, you should set this parameter to a higher value, such as 20. In this case, the twenty-first segment overwrites the first segment, and so forth.

A value of 0 turns segmentation off.

SessionTracking

The Siebel Web Engine maintains user session information through cookies or information contained in Web page URLs. The SessionTracking parameter sets the preferred method of maintaining session information.

SessionTracking has three values:

- **Automatic (Default).** Detects whether the client is capable of supporting cookies. If so, session information is maintained through cookies. If not, it is maintained through URLs.
- **URL.** Forces session information to be passed through the URL.
- **Cookie.** Forces session information to be passed through cookies. This selection is known as *cookieless* session mode. Web browsers with cookies disabled cannot maintain a Siebel user session.

[defaults] Section

The parameters that follow apply to all the Siebel eBusiness Applications whose connect strings are referenced in this file. Any of the settings that can be specified under [defaults] can be also specified for individual eApplications (such as /esa1es) in the [xxx] section. If such a parameter is set for a particular Siebel eBusiness Application, it overrides the value listed in [defaults].

AnonUserName

This parameter specifies the user name required for anonymous browsing and initial access to the login pages. The user name selected should have access to views intended for anonymous browsing, but it should otherwise be the name of a restricted user.

AnonPassword

The password corresponding to the value entered for AnonUserName.

StatsPage

This is the URL (relative to the application's virtual directory) of the page that administrators can access to view statistics on how the Web server is being used. Statistics include the number of active users, the number of requests, and the average speed of request processing.

For information on the SWSE Stats Page, see *System Monitoring and Diagnostics Guide for Siebel eBusiness Applications*.

HTTPPort

The HTTP port used for Web browser communications. The default setting is the standard port of the Web server in use (80).

HTTPSPort

The HTTPS port used for secure Web browser connections. The default setting is the standard port of the Web server in use (443).

EnableFQDN

This setting enables the processing of requests to Web sites even if the user does not provide the fully qualified domain name, such as `http://ebiz.siebel.com`.

Example:

```
EnableFQDN = TRUE
```

The corollary parameter is `FQDN`, which must also be set appropriately for the request to be processed correctly. See also `FQDN`.

FQDN

Stands for Fully Qualified Domain Name. An example of a fully qualified domain name would be `http://ebiz.siebel.com`.

If the Web server receives a request for a URL that does not contain the full domain name, the `FQDN` setting causes the browser to reissue the request and to add the domain name.

In the example below, the `eapps.cfg` file is edited so that a Web site is accessed as `http://ebiz/callcenter`. The `FQDN` setting converts the request to `http://ebiz.siebel.com/callcenter`.

```
EnableFQDN = TRUE
```

```
FQDN = ebiz.siebel.com
```

One possible application for this is in a Single Sign-On environment, in which cookies with `FQDN` must be passed to different servers in the same domain. For information about Single Sign-On, see *Security Guide for Siebel eBusiness Applications*.

NOTE: If using software to block pop-up windows, you must enable `FQDN`. For further information on configuring for pop-up blockers, see ["Configuring Siebel Applications for Pop-Up Blocker Compatibility" on page 48](#).

See also `EnableFQDN`.

GuestSessionTimeout

The time, in seconds, that a connection open for anonymous browsing can remain idle before it times out. The default is 300 seconds (5 minutes).

Guest sessions are used for anonymous browsing. They permit users to navigate portions of the site without logging in. In contrast to anonymous sessions, guest sessions are associated with an individual Siebel Web Client. These sessions are opened when an unregistered user starts navigating the site, and they remain open until the Web client logs out or times out due to inactivity.

When deciding how long guest user timeout should be, your primary consideration should be whether or not anonymous browsing is being used. If so, guest user timeouts should be greater than the average time users would need to deliberate their next action. In other words, this is the time allowed between user actions.

Both guest and anonymous sessions use the AnonUserName and AnonPassword parameters to log in. For more information on setting this parameter, see *Performance Tuning Guide*.

SessionTimeout

The time, in seconds, from the user's last browser request until the user's connection times out. The default is 900 seconds (15 minutes).

Standard sessions are those where users log in using their registered user name and password. Otherwise, they share many of the same characteristics as guest sessions.

Table 25 offers guidelines for setting this parameter.

NOTE: All the session timeouts mentioned above deal with the session inactivity. In other words, if they are set to 3600 seconds, then it requires one hour of session inactivity for that session to time out. The session inactivity means there should be no request made to the Siebel Server on that session. Any act pinging the Siebel Server, such as message broadcasting, resets the session timeout period. If the update interval is less than the SessionTimeout set in the eapps.cfg file, the session never times out.

For more information on setting this parameter, see *Performance Tuning Guide*.

Table 25. Guidelines for Setting Session Timeouts

| Session Type | Condition | Recommended Setting |
|-------------------|---|---------------------|
| Anonymous Session | <ul style="list-style-type: none"> ■ Large numbers of users logging in within a short period of time (login spikes) ■ Frequent logins and logouts | >30 min. |

Table 25. Guidelines for Setting Session Timeouts

| Session Type | Condition | Recommended Setting |
|--------------|--|---------------------|
| Guest | ■ Long intervals between user actions | >30 min. |
| | ■ Login view is used for logins | <5 min. |
| | ■ Logout occurs on a logout view | <5 min. |
| Regular | ■ Employee applications | >30 min. |
| | ■ Customer applications | 1-15 min. |
| | ■ High security requirements | <5 min. |
| | ■ High continuity (low interaction) with the browser | >30 min. |
| | ■ Lightly loaded system | >30 min. |

Enabled

The Siebel Web Engine stops responding to user requests if this flag is set to FALSE. The default is TRUE, or enabled. A particular Siebel eBusiness Application (for example, /marketing) stops responding to user requests if this flag is set to FALSE.

This is an optional parameter that, if required, must be manually input in either the [defaults] section of the file, or at the application [/xxx] level, depending on whether you want to disable all applications or just some.

In the example below, the first line has been manually input to disable the Marketing application. All applications are enabled by default.

```
[marketing]
enabled = FALSE
```

In the following example, the parameter has been set to disable all applications, because it has been entered in the [defaults] section.

```
[defaults]
Enabled = FALSE
```

[/xxx] Section

This section of the file contains connect strings for each Siebel Web Client application, as well as the parameters webPublicRootDir and webUpdatePassword.

Each connect string is preceded by a bracketed heading as illustrated below:

```
[/xxx]
```

where:

xxx = the name of the Siebel Web Client application you want to edit.

Any parameter you set for a particular eApplication overrides any opposite value listed under [defaults].

ConnectionString

A connect string exists for each Siebel Web Client application. Each connect string reflects the individual object manager for that application and contains information you entered during setup.

The following sample connect string contains descriptions within parentheses of the string components.

```
[/eevents]
AnonUserName = User1
AnonPassword = Password1
ConnectionString = siebel.TCPIP.none.NONE:\\siebel1:2321\Siebel\eEventsObjMgr\
```

where:

siebel.TCPIP = the networking transport protocol.

none (first instance) = the encryption type chosen.

NONE (second instance) = data compression method chosen.

siebel1 = Siebel Server host name.

2321 = Port number on which the Siebel Connection Broker component (alias SCBroker) runs (or in the load-balanced case, the virtual port number).

Siebel = Siebel Enterprise Server name chosen.

eEvents = relevant object manager (in this example, the eEvents object manager).

StartCommand

This value is the assumed command if your session starts and a command (query) is not explicitly specified in the URL. For example, for eservice the StartCommand is SWECmd=GotoView&SWEView=Home+Page+View+(eService). When you first bring up eservice in a new browser, it will be understood that your first query is a GotoView to your home page view. Normally you do not need to modify the StartCommand parameter specified in eapps.cfg.

WebPublicRootDir

This is the location for Web image caching, whose default location is

`\SWEApp\PUBLIC\language` (WINDOWS)

`$SWEAPP_ROOT/public/language` (UNIX)

WebUpdatePassword

This is the password used by the Siebel Administrator to refresh application images from the Siebel Server on the Web server without restarting.

C

Parameters in Configuration File

Siebel eBusiness Applications use configuration files to hold information that tells the Siebel clients how to function at startup. Examples of configuration files are `siebel.cfg`, used by Siebel Sales, and `uagent.cfg`, used by Siebel Call Center. Use the information presented in this appendix to help determine which parameters you must set to achieve optimal performance and to enable the features you require.

The parameters described in this appendix apply to deployments of the Siebel Mobile or Dedicated Web Client. Some parameters also apply to Siebel Servers.

Many parameters are primarily described in other books on *Siebel Bookshelf*.

NOTE: Not all of the configuration parameters used by Siebel applications are mentioned in this book. Some parameters are not documented on *Siebel Bookshelf*.

This appendix includes these sections:

- “Editing Configuration Files” on page 199 provides information to help you edit configuration files.
- “Configuration Parameters Index” on page 200 provides an alphabetical list of selected configuration parameters and provides references to where they are documented.
- “Siebel Application Parameters for Client” on page 210 describes some of the parameters in the [Siebe1] section of the configuration file.
- “Data Source Parameters” on page 214 describes some of the parameters in data source sections of the configuration file.

Initial values for parameters in the configuration files are either predefined by Siebel Systems or defined using values you specify during installation or at other times.

Some parameter values may be represented using the notation $$(param_name)$. These parameter values are substituted automatically, such as during client installation. For example, the value of the `ConnectionString` parameter for a data source that has not yet been configured appears as follows:

```
ConnectionString = $(ConnectionString)
```

Configuration files may also be updated when you initialize the local database for a Siebel Mobile Web Client, or when you run the LDAP/ADSI configuration utility. For more information about initializing the local database, see *Siebel Remote and Replication Manager Administration Guide*. For more information about the LDAP/ADSI configuration utility, see *Security Guide for Siebel eBusiness Applications*.

Siebel Client and Server Parameters

The parameters described in this appendix apply to deployments of the Siebel Mobile or Dedicated Web Client.

Some parameters, such as those in the [SWE] section of the configuration file, are also read by the Application Object Manager on the Siebel Server, and therefore apply also to deployments of the Siebel Web Client.

Each section of the configuration file identifies whether the parameters it contains apply only to Siebel client installations (for Siebel Mobile or Dedicated Web Client) or if they apply also to the Siebel Server (for Siebel Web Client deployments).

NOTE: For configuration file parameters that apply only to Siebel Mobile and Dedicated Web Client, equivalent parameters are usually defined in the Server Manager as Siebel Server component parameters for the Application Object Manager. In a mixed-client deployment, you must make sure to set and maintain configuration file parameters and component parameters consistently, where appropriate. For more information about server component parameters, see "Parameters" on page 175.

Siebel Application Configuration Files

Table 26 lists several configuration files and their associated Siebel applications. Your installation may contain additional configuration files besides those listed.

The configuration files are located in the *SIEBEL_CLIENT_ROOT*\bin\LANGUAGE directory on the Siebel Mobile or Dedicated Web Client, or in the *SIEBSRV*_ROOT\bin\LANGUAGE directory on the Siebel Server. The name of the configuration file varies, depending on the application you are using. Separate configuration files are provided for each supported language.

Table 26. Some Siebel Applications and Associated Configuration Files

| Siebel Application | Configuration File |
|---|--------------------|
| Siebel Call Center | uagent.cfg |
| Siebel Employee Relationship Management | erm.cfg |
| Siebel Marketing | market.cfg |
| Siebel Partner Manager | pmanager.cfg |
| Siebel Sales | siebel.cfg |
| Siebel Service | sfs.cfg |

The eapps.cfg File

Another important configuration file is eapps.cfg. This file is located in *SWEAPPS_ROOT*\SWEApp\bin directory, where *SWEAPPS_ROOT* is the directory in which you installed the Siebel Web Server Extension (on the Web server).

These parameters apply in an environment supporting the Siebel Web Client. The file may need to be modified in scenarios such as configuring Web Single Sign-on (Web SSO), or adding new application virtual directories. Some of the key parameters in the eapps.cfg file are:

- AnonPassword
- AnonUserName

- AutomaticSession
- CookieSession
- EncryptSessionId
- StatsPage
- URLSession

For more information about the eapps.cfg file and its parameters, see [Appendix B, "Structure of the eapps.cfg File."](#) See also the *Siebel Installation Guide* for the operating system you are using and *Security Guide for Siebel eBusiness Applications*.

Editing Configuration Files

The Siebel application configuration files are plain-text files, and can be edited manually using a text editor. You can add parameters and their values or change values for existing parameters.

When you edit configuration files, use a text editor that does not add non-text characters to the file. For example, use Microsoft Notepad instead of Microsoft Word or WordPad.

There are many reasons why you might edit configuration files. For example, you may want to do so at some point after the installation in order to enable or disable certain functionality and features. As appropriate, you must make changes in all configuration files for the applications you are using. For each new application you create, you must copy and edit a configuration file to suit your needs.

NOTE: A configuration parameter that is not needed can be commented out by inserting a semicolon at the start of the line.

To edit a Siebel configuration file

- 1** Create a backup copy of the default configuration file for which you want to edit parameter values, and save that file as a backup file.
- 2** Using any text editor, such as Notepad, open the default version of the configuration file.
- 3** Edit parameter values, as necessary, to obtain the desired application behavior.
- 4** Run a test using the configuration file that you edited.
- 5** If there is an error in your test, correct the error and try again, or restore the configuration file from the backup file.
- 6** If no error occurs, then use the modified configuration file.

Configuration Parameters Index

Table 27 contains an alphabetical listing of some of the configuration parameters from Siebel application configuration files such as siebel.cfg or uagent.cfg. This list shows the name of the section in which each parameter can be found and identifies where the parameter is documented. This list is not comprehensive.

Table 27. Index of Configuration Parameters

| Configuration Parameter Name | Section Name | Where Documented |
|------------------------------|---|--|
| AccessDir | [Siebel] | "AccessDir" on page 210 |
| AccessibleEnhanced | [SWE] | <i>Accessibility Guide for Siebel eBusiness Applications</i> |
| AllowAnonUsers | [SWE] | <i>Security Guide for Siebel eBusiness Applications</i> |
| ApplicationName | [Siebel] | "ApplicationName" on page 210 |
| ApplicationPassword | Applicable security adapter sections, such as: [ADSIAdpt] [LDAPSecAdpt] | <i>Security Guide for Siebel eBusiness Applications</i> |
| ApplicationSplashText | [Siebel] | "ApplicationSplashText" on page 210 |
| ApplicationStyle | [SWE] | <i>Accessibility Guide for Siebel eBusiness Applications</i> |
| ApplicationTitle | [Siebel] | "ApplicationTitle" on page 210 |
| ApplicationUser | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| AutoStopDB | Applicable data source sections, including: [Local] [Sample] | "AutoStopDB" on page 215 |
| BaseDN | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| CaptionPrefix | [Siebel] | "CaptionPrefix" on page 210 |

Table 27. Index of Configuration Parameters

| Configuration Parameter Name | Section Name | Where Documented |
|------------------------------|---|--|
| CaseInsensitive | Applicable data source sections, including: [Local] [Sample] [ServerDataSrc] [GatewayDataSrc] | "CaseInsensitive" on page 215 |
| ClientRootDir | [Siebel] | "ClientRootDir" on page 210 |
| CommConfigCache | [Communication] | <i>Siebel Communications Server Administration Guide</i> |
| CommConfigManager | [Communication] | <i>Siebel Communications Server Administration Guide</i> |
| CommConfigManagerName | [Communication] | <i>Siebel Communications Server Administration Guide</i> |
| CommEnable | [Communication] | <i>Siebel Communications Server Administration Guide</i> |
| CommLocalDriver | [Communication] | <i>Siebel Communications Server Administration Guide</i> |
| CommLogDebug | [Communication] | <i>Siebel Communications Server Administration Guide</i> |
| CommLogFile | [Communication] | <i>Siebel Communications Server Administration Guide</i> |
| CommMaxLogKB | [Communication] | <i>Siebel Communications Server Administration Guide</i> |
| CommMaxMsgQ | [Communication] | <i>Siebel Communications Server Administration Guide</i> |
| CommReleaseLogHandle | [Communication] | <i>Siebel Communications Server Administration Guide</i> |
| CommReqTimeout | [Communication] | <i>Siebel Communications Server Administration Guide</i> |
| CommSimulate | [Communication] | <i>Siebel Communications Server Administration Guide</i> |
| ComponentName | [Siebel] | "ComponentName" on page 211 |

Table 27. Index of Configuration Parameters

| Configuration Parameter Name | Section Name | Where Documented |
|------------------------------|---|--|
| ConnectionString | Applicable data source sections, including: [Local] [Sample] [ServerDataSrc] [GatewayDataSrc] [ActuateReports] | "ConnectionString" on page 215 (data sources) <i>Siebel Reports Administration Guide</i> (ActuateReports) |
| ContactLogin | Applicable data source sections | "ContactLogin" on page 215 |
| CORBADLL | [Siebel] | "CORBADLL" on page 211 |
| CredentialsAttributeType | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| DataSource | [Siebel] | "DataSource" on page 211 |
| DebugLevel | [Email] | <i>Siebel Communications Server Administration Guide</i> |
| DefaultChartFont | [Siebel] | "DefaultChartFont" on page 211 |
| DefaultMailClient | [Email] | <i>Siebel Communications Server Administration Guide</i> |
| DLL | Applicable data source sections, including: [Local] [Sample] [ServerDataSrc] [GatewayDataSrc] | "DLL" on page 216 |
| SecAdptDllName | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| DockConnString | Applicable data source sections, including: [Local] | "DockConnString" on page 216 |
| DockRecvTxnsPerCommit | Applicable data source sections | "DockRecvTxnsPerCommit" on page 216 |
| DockRepositoryName | [Siebel] | "DockRepositoryName" on page 211 |
| DockTxnsPerCommit | Applicable data source sections, including: [Local] | "DockTxnsPerCommit" on page 216 |

Table 27. Index of Configuration Parameters

| Configuration Parameter Name | Section Name | Where Documented |
|------------------------------|---|--|
| EditFieldCaption | [SWE] | <i>Configuring Siebel eBusiness Applications</i> |
| EditFieldType | [SWE] | <i>Configuring Siebel eBusiness Applications</i> |
| Enable | [DataCleansing] [DeDuplication] | <i>Siebel Data Quality Administration Guide</i> |
| EnableCDA | [SWE] | <i>Siebel Installation Guide: Servers, Mobile Web Clients, and Tools for UNIX</i> |
| EnableCORBA | [Siebel] | "EnableCORBA" on page 211 |
| EnableEmailClientAutomation | [SWE] | <i>Siebel Communications Server Administration Guide</i> |
| EnableFQDN | [Siebel] | Chapter 4, "Configuring the Browser for Siebel Web Clients," and <i>Siebel Reports Administration Guide</i> |
| EnableOLEAutomation | [Siebel] | "EnableOLEAutomation" on page 211 |
| EnablePersonalization | [Siebel] | "EnablePersonalization" on page 211 |
| EnableReportServer | [ActuateReports] | <i>Siebel Reports Administration Guide</i> |
| EnableScripting | [Siebel] | "EnableScripting" on page 212 |
| EnableWebClientAutomation | [SWE] | <i>Siebel Communications Server Administration Guide</i> <i>Siebel Object Interfaces Reference</i> <i>Upgrade Guide</i> for the operating system you are using |
| EnterpriseServer | Applicable data source sections, including: [Local] [ServerDataSrc] | "EnterpriseServer" on page 216 |
| eProdCfgNumOfCachedCatalogs | [InfraObjMgr] | <i>Performance Tuning Guide</i> |
| eProdCfgNumOfCachedObjects | [InfraObjMgr] | <i>Performance Tuning Guide</i> |
| eProdCfgNumOfCachedWorkers | [InfraObjMgr] | <i>Performance Tuning Guide</i> |

Table 27. Index of Configuration Parameters

| Configuration Parameter Name | Section Name | Where Documented |
|------------------------------|---|---|
| eProdCfgSnapshotFlg | [InfraObjMgr] | <i>Performance Tuning Guide</i> |
| ExtendedKeyboard | [SWE] | <i>Applications Administration Guide</i> |
| FileSystem | Applicable data source sections, including: [Sample] [ServerDataSrc] | "FileSystem" on page 217 |
| FQDN | [Siebel] | Chapter 4, "Configuring the Browser for Siebel Web Clients," and <i>Siebel Reports Administration Guide</i> |
| GatewayAddress | Applicable data source sections, including: [ServerDataSrc] | "GatewayAddress" on page 217 |
| GatewayDataSrc | [DataSources] | "GatewayDataSrc" on page 214 |
| Hidden | Applicable data source sections, including: [GatewayDataSrc] | "Hidden" on page 217 |
| HighInteractivity | [SWE] | <i>Configuring Siebel eBusiness Applications</i> |
| InsensitivityFactor | Applicable data source sections, including: [Local] [Sample] [ServerDataSrc] [GatewayDataSrc] | "InsensitivityFactor" on page 218 |
| InsUpdAllCols | Applicable data source sections | "InsUpdAllCols" on page 218 |
| IntegratedSecurity | Applicable data source sections | "IntegratedSecurity" on page 219 |
| JseCorbaConnector | [Siebel] | "JseCorbaConnector" on page 212 |
| ListRowStyle | [SWE] | <i>Configuring Siebel eBusiness Applications</i> |
| Local | [DataSources] | "Local" on page 214 |
| LocalDbODBCDataSource | [Siebel] | "LocalDbODBCDataSource" on page 212 |

Table 27. Index of Configuration Parameters

| Configuration Parameter Name | Section Name | Where Documented |
|------------------------------|---|--|
| LoginView | [SWE] | <i>Security Guide for Siebel eBusiness Applications</i> |
| LotusForm | [EMail] | <i>Siebel Communications Server Administration Guide</i> |
| MarkupLanguage | [SWE] | <i>Siebel Wireless Administration Guide</i> |
| MaxCachedCursors | Applicable data source sections, including: [Local] [Sample] [ServerDataSrc] | "MaxCachedCursors" on page 219 |
| MaxCachedDataSets | Applicable data source sections, including: [Local] [Sample] [ServerDataSrc] | "MaxCachedDataSets" on page 219 |
| MaxConnections | Applicable data source sections | "MaxConnections" on page 219 |
| MaxCursorSize | Applicable data source sections, including: [ServerDataSrc] | "MaxCursorSize" on page 219 |
| MessageBarUpdateInterval | [Siebel] | <i>Applications Administration Guide</i> |
| MultiCurrency | [Siebel] | "MultiCurrency" on page 212 |
| NonSQL | Applicable data source sections | "NonSQL" on page 219 |
| NumberOfListRows | [SWE] | <i>Object Types Reference</i> <i>Siebel Wireless Administration Guide</i> <i>Siebel Mobile Connector Guide</i> |
| OLEAutomationDLL | [Siebel] | "OLEAutomationDLL" on page 212 |
| OLEMessagePendingDelay | [Siebel] | "OLEMessagePendingDelay" on page 212 |
| OutlookForm | [EMail] | <i>Siebel Communications Server Administration Guide</i> |

Table 27. Index of Configuration Parameters

| Configuration Parameter Name | Section Name | Where Documented |
|------------------------------|---|---|
| PasswordAttributeType | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| PersonalizationLog | [Siebel] | "PersonalizationLog" on page 212 |
| Port | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| PrefetchSize | Applicable data source sections, including: [ServerDataSrc] | "PrefetchSize" on page 220 |
| PrimaryEnterprise | Applicable data source sections, including: [GatewayDataSrc] | "PrimaryEnterprise" on page 220 |
| ProtocolName | [ActuateReports] | <i>Siebel Reports Administration Guide</i> |
| RemoteSearchServer | [Siebel] | "RemoteSearchServer" on page 213 |
| RemoteSearchServerPath | [Siebel] | "RemoteSearchServerPath" on page 213 |
| ReportCastDomain | [ActuateReports] | <i>Siebel Reports Administration Guide</i> |
| ReportCastHost | [ActuateReports] | <i>Siebel Reports Administration Guide</i> |
| ReportsDir | [Siebel] | "ReportsDir" on page 213 |
| ReportServerName | [ActuateReports] | <i>Siebel Reports Administration Guide</i> |
| ReportsODBCDataSource | [Siebel] | "ReportsODBCDataSource" on page 213 |
| RepositoryFile | [Siebel] | "RepositoryFile" on page 213 |
| RequestServer | Applicable data source sections, including: [ServerDataSrc] | "RequestServer" on page 220 |
| RequiredIndicator | [SWE] | <i>Siebel Developer's Reference</i> |

Table 27. Index of Configuration Parameters

| Configuration Parameter Name | Section Name | Where Documented |
|------------------------------|---|---|
| ReverseFillThreshold | Applicable data source sections, including: [Local] [Sample] [ServerDataSrc] | "ReverseFillThreshold" on page 220 |
| RolesAttributeType | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| RoxDir | [ActuateReports] | <i>Siebel Reports Administration Guide</i> |
| Sample | [DataSources] | "Sample" on page 214 |
| SAPRfcConnectString | [SAPSubsys] | <i>Siebel Connector for SAP R/3</i> |
| SAPRfcDestEntry | [SAPSubsys] | <i>Siebel Connector for SAP R/3</i> |
| SAPRfcPassword | [SAPSubsys] | <i>Siebel Connector for SAP R/3</i> |
| SAPRfcUserName | [SAPSubsys] | <i>Siebel Connector for SAP R/3</i> |
| ScriptingDLL | [Siebel] | "ScriptingDLL" on page 213 |
| SearchDefName | [Siebel] | "SearchDefName" on page 213 |
| SearchEngine | [Siebel] | "SearchEngine" on page 213 |
| SearchInstallDir | [Siebel] | "SearchInstallDir" on page 213 |
| SecAdptMode | [InfraSecMgr] | <i>Security Guide for Siebel eBusiness Applications</i> |
| SecAdptName | [InfraSecMgr] | <i>Security Guide for Siebel eBusiness Applications</i> |
| SecureBrowse | [SWE] | <i>Security Guide for Siebel eBusiness Applications</i> |
| SecureLogin | [SWE] | <i>Security Guide for Siebel eBusiness Applications</i> |
| ServerDataSrc | [DataSources] | "ServerDataSrc" on page 214 |
| ServerName | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| SharedCredentialsDN | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| SharedModeUsersDir | [Siebel] | "SharedModeUsersDir" on page 213 |
| ShowMessageBar | [Siebel] | <i>Applications Administration Guide</i> |

Table 27. Index of Configuration Parameters

| Configuration Parameter Name | Section Name | Where Documented |
|--|---|--|
| ShowWriteRecord | [SWE] | <i>Siebel Partner Relationship Management Administration Guide</i> |
| SiebelExtMailClientAttDir | [EMail] | <i>Siebel Communications Server Administration Guide</i> |
| SiebelUsernameAttributeType | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| SingleSignOn | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| SortCollation | Applicable data source sections, including: [Local] [Sample] | "SortCollation" on page 220 |
| SqlStyle | Applicable data source sections, including: [Local] [Sample] [ServerDataSrc] | "SqlStyle" on page 222 |
| SslDatabase | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| SystemSWFName | [SWE] | <i>Configuring Siebel eBusiness Applications</i> |
| SystemSWSName | [SWE] | <i>Configuring Siebel eBusiness Applications</i> |
| TableOwner | Applicable data source sections, including: [Local] [Sample] [ServerDataSrc] | "TableOwner" on page 223 |
| TempDir | [Siebel] | "TempDir" on page 213 |
| TreeNodeX (several parameters that are similarly named—for example, TreeNodeCollapseCaption) | [SWE] | <i>Configuring Siebel eBusiness Applications</i> |
| TrustToken | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |

Table 27. Index of Configuration Parameters

| Configuration Parameter Name | Section Name | Where Documented |
|------------------------------|--------------------------------------|---|
| Type | [DataCleansing] [DeDuplication] | <i>Siebel Data Quality Administration Guide</i> |
| UpperCaseLogin | Applicable data source sections | "UpperCaseLogin" on page 223 |
| UseAdapterUsername | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| UseRemoteConfig | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| UsernameAttributeType | Applicable security adapter sections | <i>Security Guide for Siebel eBusiness Applications</i> |
| UserSWFName | [SWE] | <i>Configuring Siebel eBusiness Applications</i> |
| UserSWSName | [SWE] | <i>Configuring Siebel eBusiness Applications</i> |
| Version | [Siebel] | "Version" on page 213 |
| viewPreloadSize | [SWE] | <i>Performance Tuning Guide</i> |
| view1 | [Preload] | |
| view2 | [Preload] | |
| view <i>n</i> | [Preload] | |
| webTemplatesVersion | [SWE] | <i>Performance Tuning Guide</i> |

Siebel Application Parameters for Client

Table 28 defines Siebel application parameters that appear in the section [Siebel].

These parameters apply only to Siebel Mobile and Dedicated Web Client. For the Siebel Web Client, the parameters are defined as server parameters on the Application Object Manager.

Table 28. Siebel Client Application Parameters

| Name | Description |
|------------------------|---|
| AccessDir | Specifies the directory where Microsoft Access is installed. |
| ApplicationName | Name of the application object in the repository to use, such as Siebel Sales or Siebel Service. ApplicationName determines which splash screen appears and which set of menus is enabled. |
| ApplicationsSplashText | Text that appears on a splash screen when starting up a Siebel application. The default varies by the application. If you are starting Siebel Sales, for example, ApplicationsSplashText is set to Siebel Sales by default. |
| ApplicationTitle | Changing the text in the ApplicationTitle parameter in the configuration file changes the Application Title value in the multi-value group applets and the Title that appears on the left side of the application title bar. As necessary, make this change in the appropriate configuration file for the intended application. For example, for Siebel Call Center, this parameter would be set, in the file uagent.cfg, to Siebel Call Center. |
| CaptionPrefix | Allows customizing of the title in the upper left corner of the Siebel client application. Reads Siebel by default. |
| ClientRootDir | Specifies the directory where the Siebel client software is installed. |

Table 28. Siebel Client Application Parameters

| Name | Description |
|-----------------------|---|
| ComponentName | <p>Specifies the Siebel Anywhere configuration that should be used during version check. Navigate to the Siebel Anywhere Administration > Configurations view to see the configurations.</p> <p>Change the setting for this parameter if you want this configuration file to be version-checked by a specific Siebel Anywhere configuration.</p> <p>For example, if you want to version-check the Siebel software used at one facility separately from the software used at another facility, create two Siebel Anywhere configurations appropriately named. Then, in the configuration file for each set of users, enter a different value for the ComponentName parameter.</p> <p>It is recommended that you use only alphanumeric characters plus dashes and normal parentheses for the ComponentName parameter. If you want to use the Priority upgrade feature, the maximum character length for the Upgrade Component name should be 40.</p> |
| CORBADLL | The Siebel extension layer for CORBA. |
| DataSource | Name of the default data source that appears in the Connect to drop-down list in the Siebel login screen. Must correspond to an existing data source defined in the configuration file. By default, this parameter is set to Local. |
| DefaultChartFont | Font name specification for chart applets. Defaults to Arial-10 normal. |
| DockRepositoryName | Allows the application to read repository information straight from the database, rather than from the Siebel repository file (SRF) file. The value should match the repository used for compiling the SRF file. |
| EnableCORBA | <p>EnableCORBA is used to load CORBADLL. For all installations except CORBA Object Manager, this flag is FALSE by default.</p> <p>When using a configuration file with one of the CORBA Object Manager executables, ssomorbx.exe or ssomvisi.exe, the CORBA Object Manager installer sets the EnableCORBA parameter to TRUE.</p> |
| EnableOLEAutomation | <p>TRUE or FALSE. Enables OLE interfaces.</p> <p>This parameter must be set to TRUE (the default) in order for the Siebel Mobile or Dedicated Web Client to generate reports locally.</p> |
| EnablePersonalization | <p>Must be set to TRUE to activate the personalization (content targeting) functionality.</p> <p>Siebel workflow processes will not execute properly until personalization events are reloaded.</p> |

Table 28. Siebel Client Application Parameters

| Name | Description |
|------------------------|---|
| EnableScripting | TRUE or FALSE. Enables use of Siebel Visual Basic or Siebel eScript. Setting this parameter to false also disables browser scripts in addition to server scripts. |
| JseCorbaConnector | <p>Required for CORBA support if you are using Siebel eScript and calling CORBA from eScript. This parameter defines the name of the eScript CORBA extension DLL.</p> <p>Change this setting, depending on the CORBA ORBs (Object Request Broker) that you are using:</p> <ul style="list-style-type: none"> ■ Use corbavgn.dll for Inprise Visibroker ■ Use corborbx.dll for Iona ORBIX <p>The default setting for this parameter is corbavgn.dll.</p> <p>NOTE: The scriptingDLL parameter must be set to sscfjs.dll to select Siebel eScript as the scripting language. By default, the scriptingDLL parameter is set to Visual Basic.</p> |
| LocalDbODBCDataSource | Name of the ODBC data source that is set up to access the local database. It is used by a variety of features in the Siebel eBusiness Applications and in Siebel Tools. It should not need to be modified because it is correctly configured by the installation program. |
| MultiCurrency | TRUE or FALSE. Enables multicurrency support. |
| OLEAutomationDLL | Name of the DLL file that implements OLE interfaces. |
| OLEMessagePendingDelay | <p>Controls the amount of time that the Siebel application waits for an OLE server to respond to a request before a timeout message appears:</p> <p>Server not responding ...</p> <p>This parameter should be set in milliseconds, contained within quotation marks. For example, for 15 seconds, set OLEMessagePendingDelay to 15000.</p> <p>The default setting is eight seconds (8000). You may want to increase the timeout on slow computers so that the timeout message does not appear as frequently.</p> |
| PersonalizationLog | <p>Add the following to the configuration file to view a log of all personalization activity:</p> <pre>PersonalizationLog = "C:\personalization.txt"</pre> <p>where C: is the drive where you want to store the log. The log may assist in the process of debugging your rules, events, and actions.</p> |

Table 28. Siebel Client Application Parameters

| Name | Description |
|------------------------|---|
| RemoteSearchServer | TRUE or FALSE. TRUE indicates that searches are performed on a remote machine; FALSE indicates that searches are performed on a local machine. |
| RemoteSearchServerPath | Indicates the name of the remote machine that performs searches. |
| ReportsDir | Directory where reports are installed. It is typically left blank. |
| ReportsODBCDataSource | Name of ODBC data source used to connect to modules such as Crystal Reports. |
| RepositoryFile | Name of the Siebel SRF file to use. RepositoryFile is the physical file that contains all runtime object definitions. |
| ScriptingDLL | Name of the shared library that implements Siebel Visual Basic or Siebel eScript. If the Siebel Server runs on a UNIX server machine, and you plan to use eScript, set the value of ScriptingDLL to sscfjs.so. |
| SearchDefName | Search definition from Siebel Tools to be used for searching. |
| SearchEngine | Defines the search engine to be used for searching. Currently, only Hummingbird SearchServer is supported, for which this parameter should be set to Fulcrum. |
| SearchInstallDir | File location of the Hummingbird SearchServer installation. Example: C:\Program Files\Fulcrum. |
| SharedModeUsersDir | Directory where user preference files are stored. It is typically left blank, otherwise it must be set to a directory under a network shared drive, but it cannot be set to the shared drive itself. For example, if \\yourserver\common is the network shared drive, you cannot set SharedModeUsersDir to \\yourserver\common. Instead, set SharedModeUsersDir to a directory under \common. |
| TempDir | Directory where temporary files should be created. |
| Version | Represents version of file. This parameter is for internal use only and is automatically maintained by Siebel Anywhere. When you create an upgrade kit for the configuration file, Siebel Anywhere increments this version string appropriately, based on the version information from the Upgrade Components screen. NOTE: When you perform a Siebel Anywhere upgrade, you must manually upgrade files from the upgraded Siebel client directory to the Siebel Server directory. |

Data Source Parameters

This section describes parameters that pertain to the section [DataSources] and to individual data source sections that follow.

These parameters apply only to Siebel Mobile and Dedicated Web Client. For the Siebel Web Client, the parameters are defined as server parameters on the Application Object Manager.

Parameters for DataSources Section

Table 29 lists data sources in the Siebel configuration file, which appear in the section [DataSources]. Each data source also has its own section specifying parameters that apply to this data source.

Table 29. Data Sources

| Name | Function |
|----------------|---|
| Local | Defines parameters for connecting to the local database. |
| Sample | Defines parameters for connecting to the Sample Database. |
| ServerDataSrc | Defines parameters for connecting to the Siebel Database. |
| GatewayDataSrc | Defines Siebel Gateway parameters. |

NOTE: If you want to prevent a data source from being displayed as a choice in the Connect To: portion of the Siebel login screen, add two slash characters (//) in front of the data source in the [DataSources] section of the configuration file. For example: //Sample = Sample.

Parameters for Individual Data Source Sections

Table 30 lists parameters that specify properties associated with the different data sources listed under [DataSources]. Each data source section defines the properties of the particular data source.

Table 30. Data Source Parameters

| Name | Comment |
|------------------|--|
| AutoStopDB | <p>TRUE or FALSE. Applies to Sample or Local data sources only.</p> <p>If TRUE, then the SQL Anywhere database engine exits when the user logs out. If FALSE (the default), then the database engine continues to run after the user logs out of the Siebel applications.</p> <p>Regarding the local database, see also <i>Siebel Remote and Replication Manager Administration Guide</i>.</p> |
| CaseInsensitive | <p>TRUE or FALSE. If TRUE, notifies the client to work with the database in case-insensitive mode.</p> <p>See also the description of the InsensitivityFactor parameter for data sources.</p> <p>NOTE: Queries against fields of type DTYPE_ID are always case-sensitive, even if the CaseInsensitive parameter is set to TRUE. For more information, see <i>Applications Administration Guide</i>.</p> |
| ConnectionString | <p>Database-dependent string that defines how to connect to the database.</p> <p>For SQL Anywhere (for local database or Sample Database), the -q option hides the SQL Anywhere icon. The -c option indicates the initial cache size, and -ch indicates the limit of the cache size. The -m option indicates to the SQL Anywhere database engine to truncate the transaction log after each checkpoint.</p> <p>The ConnectString parameter is also used to specify the Gateway Name Server machine in the GatewayDataSrc section. In the Dedicated Web Client's configuration file, you must specify the Gateway Name Server's hostname, preferably in a fully qualified form like node.domain.xxx. Failure to specify this parameter correctly results in the Server Administration screens not being accessible.</p> <p>For more information on using connect strings for different server databases, see the <i>Siebel Installation Guide</i> for the operating system you are using.</p> |
| ContactLogin | <p>TRUE or FALSE. If TRUE, indicates that the corresponding data source uses contact login, rather than employee login. Because a contact user is generally not associated one-to-one with a database account, you must use a security adapter to support contact users.</p> <p>If FALSE, the data source is using employee login, rather than contact login.</p> |

Table 30. Data Source Parameters

| Name | Comment |
|-----------------------|--|
| DLL | Name of the DLL file to use for the database connector code. The names differ depending upon whether you are using Oracle, SQL Server, DB2, and so on. |
| DockConnString | Name of the docking server (Siebel Remote Server). It is the machine name of the Siebel Server against which the Mobile Web Client synchronizes. |
| DockRecvTxnsPerCommit | <p>Number of transactions received by the Mobile Web Client before a commit is issued to the database. The default value for this parameter is 10. Change the setting to:</p> <ul style="list-style-type: none"> ■ A higher value if you have a fast network connection, such as a LAN. Increasing the value can provide better performance when synchronizing the Mobile Web Client with the server. ■ A lower value if you have a lower-bandwidth network connection, such as a modem. |
| DockTxnsPerCommit | Number of transactions processed before a commit is issued to the database. |
| EnterpriseServer | Name of the Siebel Enterprise Server. |

Table 30. Data Source Parameters

| Name | Comment |
|----------------|---|
| FileSystem | <p>Specifies how the Mobile or Dedicated Web Client accesses the Siebel File System. Generally, FileSystem and other parameters identified below are set during the Siebel client installation.</p> <p>Mobile Web Client. The following scenario for setting the FileSystem parameter applies to the Siebel Mobile Web Client. The Siebel File System should be installed locally on a Mobile Web Client, so that it is accessible when the client is not connected to the network and can be synchronized using Siebel Remote.</p> <ul style="list-style-type: none"> ■ Set the following parameter, where <i>FS_location</i> is a UNC location or a drive-letter path to the location on the client computer where the local Siebel File System was installed: <pre>FileSystem = FS_location\att</pre> <p>Dedicated Web Client. The following scenarios for setting the FileSystem parameter apply to the Siebel Dedicated Web Client. Make sure that users on the Dedicated Web Client have physical access privileges for the Siebel File System directories.</p> <ul style="list-style-type: none"> ■ If the installation uses File System Manager (alias FSMSrvr), set the following parameters: <pre>FileSystem = *FSM* GatewayAddress = Siebel_Gateway_hostname EnterpriseServer = Siebel_Enterprise_Server_name</pre> ■ If the installation does <i>not</i> use FSMSrvr, set the following parameter, where <i>FS_location</i> is a UNC location or a drive-letter path to the location on a network computer where the Siebel File System was installed: <pre>FileSystem = FS_location\att</pre> <p>NOTE: If your networked Siebel File System resides on a UNIX server, you require a cross-platform NFS file system mounting tool to connect from Siebel Dedicated Web Clients running on Windows machines.</p> <p>The system administrator must manually create the att subdirectory in the Siebel File System. If there is an existing File System installation, the administrator must move all file attachments from <i>FS_location</i> to <i>FS_location\att</i>.</p> |
| GatewayAddress | Virtual IP address of the Siebel Gateway. |
| Hidden | TRUE or FALSE. Determines if the data source shows up in the login screen's picklist of data sources. |

Table 30. Data Source Parameters

| Name | Comment |
|---------------------|---|
| InsensitivityFactor | <p>Set to a positive integer value (default is 2). Applies only when the CaseInsensitive parameter is TRUE for the data source. The value controls the number of characters in each string that are treated as case-insensitive in a query. Not all database vendors support case-insensitivity efficiently, so this feature provides an approximate solution.</p> <p>See also the description of the CaseInsensitive parameter for data sources.</p> <p>Below is an example of the SQL WHERE clause generated when searching for an opportunity named New, when InsensitivityFactor is set to 2.</p> <pre>WHERE ((S_OPTY.NAME LIKE 'ne%' OR S_OPTY.NAME LIKE 'Ne%' OR S_OPTY.NAME LIKE 'nE%' OR S_OPTY.NAME LIKE 'NE%')) AND UPPER(S_OPTY.NAME)=UPPER('New'))</pre> <p>The above example shows that all permutations of the first two letters of the string 'New' are checked. With a higher factor, the number of permutations grows exponentially, and performance suffers.</p> <p>NOTE: Do not set this parameter to a value higher than 13.</p> |
| InsUpdAllCols | <p>TRUE or FALSE. Ordinarily when the Siebel application generates INSERT or UPDATE statements to send to the database, the actual statement contains only the columns where data is present or has changed. When there are situations where you generate many statements on a particular table, the differences in the values being updated may prevent you from using an array interface supported by the DBMS.</p> <p>When this feature is set to TRUE, all columns are present in all INSERT and UPDATE statements. This automatically enables two statements issued against the same table in the same business component as part of a batch operation to use any existing array feature of the DBMS.</p> |

Table 30. Data Source Parameters

| Name | Comment |
|--------------------|--|
| IntegratedSecurity | <p>TRUE or FALSE. When TRUE, the Siebel client is prevented from prompting the user for a username and password when the user logs in. Facilities provided in your existing data server infrastructure determine if the user should be allowed to log into the database.</p> <p>This parameter is set for your server data source. However, it is supported for Oracle and Microsoft SQL Server databases only. The default value is FALSE.</p> <p>For additional information, refer to your third-party documentation. For Oracle, refer to the OPS\$ and REMOTE_OS_AUTHENT features. For Microsoft SQL Server, refer to Integrated Security.</p> |
| MaxCachedCursors | <p>Specifies the maximum number of SQL cursors that can be cached in memory for a database connection. The default is 16.</p> <p>Caching SQL cursors can improve response time and CPU usage because an SQL cursor does not have to be prepared each time it is executed. If memory usage is not a concern, you may consider increasing the value of this parameter.</p> |
| MaxCachedDataSets | <p>Specifies the maximum number of data sets that can be cached in memory for a database connection. The default is 16.</p> <p>A data set is the set of records that has been retrieved by the execution of a business component. Data-set caching applies only to those business components for which the Cache Data property has been set in Siebel Tools.</p> <p>Caching data sets for frequently visited business components can improve response time and CPU usage. If memory usage is not a concern, you may consider increasing the value of this parameter.</p> |
| MaxConnections | <p>Number of connections that can be made to the data source database server.</p> |
| MaxCursorSize | <p>Sets the total number of rows that can be returned in a result set. MaxCursorSize is intended for use <i>only</i> with IBM DB2 UDB for OS/390 and z/OS, and must be set as described in <i>Implementing Siebel eBusiness Applications on DB2 UDB for OS/390 and z/OS</i>. If you are using another database, do not set this parameter to anything other than the default value (-1), or database behavior is adversely affected. MaxCursorSize and PrefetchSize are used together, and must be set to the same value. See also the description for the PrefetchSize parameter.</p> |
| NonSQL | <p>TRUE or FALSE. Setting that indicates that the data source does not use an SQL DBMS to retrieve its data. This would be used only in conjunction with a specialized business component that would build internally. It would never be arbitrarily set by a Siebel customer.</p> |

Table 30. Data Source Parameters

| Name | Comment |
|----------------------|---|
| PrefetchSize | Sets the number of rows that the Siebel application reads initially as part of a query execution. PrefetchSize is intended for use <i>only</i> with IBM DB2 UDB for OS/390 and z/OS, and must be set as described in <i>Implementing Siebel eBusiness Applications on DB2 UDB for OS/390 and z/OS</i> . If you are using another database, do not set this parameter to anything other than the default value (-1), or database behavior is adversely affected. MaxCursorSize and PrefetchSize are used together, and must be set to the same value. See also the description for the MaxCursorSize parameter. |
| PrimaryEnterprise | The name of the Enterprise Server you want to administer from the client machine. Set this parameter to view or change information in the Server Administration screens. |
| RequestServer | This parameter is the name of the Siebel Server that should service requests from the Siebel client. |
| ReverseFillThreshold | When the current query contains many rows, it may be very inefficient to read sequentially through all of them if the user hits the End button. For this reason, the customer may configure a threshold value to invert the current sort, re-execute the query, and fill the data buffers from the end. This is hidden from the user. |
| SortCollation | <p>Allows the user to specify sorting order on the local database or Sample Database.</p> <p>The SortCollation parameter is not a default part of the configuration file, so it must be added manually in order to take effect. If this parameter is not present, sorting in Siebel applications when using SQL Anywhere uses the binary sort order as identified here. Customers using languages other than English (particularly those using accented characters) may prefer to use an appropriate setting from the list below.</p> <p>NOTE: Setting this parameter to a value other than binary affects the sort performance.</p> <p>After this parameter is changed, the Siebel application must be restarted in order for the change to take effect.</p> <p>The valid values of the SortCollation parameter, supported by the SQL Anywhere database, consist of the following values:</p> <p>ISO 14651 Unicode multilingual (Default): default</p> <p>ISO 14651 Unicode multilingual ordering standard: 14651 (produces same results as default sort collation)</p> |

Table 30. Data Source Parameters

| Name | Comment |
|---------------|--|
| SortCollation | Big5 (Traditional Chinese) binary order: big5bin Binary sort: binary (produces UTF-8 binary order) CP 850 Western European: no accent: a1tnoacc CP 850 Western European: lower case first: a1tdict CP 850 Western European: no case, preference: a1tnocsp CP 850 Scandinavian dictionary: scandict CP 850 Scandinavian: no case, preference: scannocp CP874 (TIS 620) Royal Thai dictionary order: thaidict CP932 (Japanese on Windows) Shift-JIS binary order: sjisbin CP932 (Japanese on Windows) Shift-JIS with Microsoft extensions binary order: cp932bin GB2312 (Simplified Chinese) binary order: gb2312bin GB 2312 (Simplified Chinese) Pinyin phonetic order: gbpinyin EUC JIS (Japanese on UNIX) binary order: eucjisbin EUC KSC (Korean) binary order: euckscbin ISO 8859-1 ('Latin-1') English, French, German dictionary order: dict ISO 8859-1 ('Latin-1') English, French, German no case: nocase ISO 8859-1 ('Latin-1') English, French, German no case, preference: nocasep ISO 8859-1 ('Latin-1') English, French, German no accent: noaccent |

Table 30. Data Source Parameters

| Name | Comment |
|---------------|--|
| sortCollation | <p>ISO 8859-1 ('Latin-1') Spanish dictionary: espdict</p> <p>ISO 8859-1 ('Latin-1') Spanish no case: espnoacs</p> <p>ISO 8859-1 ('Latin-1') Spanish no accent: espnoac</p> <p>ISO 8859-2 Hungarian dictionary: hundict</p> <p>ISO 8859-2 Hungarian no accents: hunnoacs</p> <p>ISO 8859-2 Hungarian no case: hunnoacs</p> <p>ISO 8859-5 Cyrillic dictionary: cyrdict</p> <p>ISO 8859-5 Cyrillic no case: cyrnocs (Not supported for Sybase)</p> <p>ISO 8859-5 Russian dictionary: rusdict</p> <p>ISO 8859-5 Russian no case: rusnocs (Not supported for Sybase)</p> <p>ISO 8859-7 Greek dictionary: e11dict</p> <p>ISO 8859-9 Turkish dictionary: turdict</p> <p>ISO 8859-9 Turkish no accents: turnoacs (Not supported for Sybase)</p> <p>ISO 8859-9 Turkish no case: turnoacs (Not supported for Sybase)</p> <p>Unicode UTF-8 binary sort: utf8bin (produces same results as binary sort collation)</p> <p>NOTE: In the values above, no accent indicates that the accented and nonaccented characters are treated equivalently by the sort. No case indicates that the sort ignores case. Preference indicates that uppercase records appear before lowercase records where the letter is the same but the case differs.</p> |
| sqlStyle | <p>Indicates what kind of SQL to send to the database you are using. When generating SQL to send to a DBMS, the application needs to construct the SQL statement to suit the particular DBMS.</p> <p>The value of this parameter is automatically set by the Siebel client or server installer, according to database information you specified.</p> <p>The local database or Sample Database, based on SQL Anywhere, use Watcom. Server databases such as IBM DB2 Universal Database, Microsoft SQL Server, or Oracle use the style applicable to the particular DBMS.</p> |

Table 30. Data Source Parameters

| Name | Comment |
|----------------|---|
| TableOwner | In a database, tables are identified by both their owner and their name. When queries that reference tables are issued, the tableowner must be included in those references (for example, SIEBEL.S_EVT_ACT, where SIEBEL is the tableowner). |
| UpperCaseLogin | <p>The default is FALSE. If set to TRUE, the user ID, when a user logs in, is converted to uppercase before it is sent to the database for authentication. This value is applicable only if the database is used for authentication; the value of the parameter is ignored when SecurityAdapter is set to a non-empty value.</p> <p>Use this parameter if you want to enforce a policy of having all database accounts in uppercase on a case-sensitive database, but you do not want users to worry about case when they type in their user names.</p> <p>NOTE: The value of UpperCaseLogin does not affect the password.</p> |

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